

Refund Procedure

REFUNDS

Full refunds or credit on account will be granted* when requested more than 5 working days prior to the start date of the course/program, less a \$5 administrative fee. Refunds requested less than one week prior to the start date of the course/program will not be granted.

Medical refunds requested prior to the start date of the course/program will be granted in full. A doctor's note must be provided for all medical refunds to be processed. A prorated refund will be granted for medical refund requests received during or after the course/program. Medical refunds must be requested, with proper documentation, within a month of the program's ending date.

Courses canceled by the Parks and Recreation Department due to low enrollment or other circumstances will result in one of the following:

- 1) Participant may register for another available course, or
- 2) Participant may have his/her money kept on account to use at a later date, or
- 3) Participant may request a full refund.

To request a refund, please call the recreation facility where the course/program is offered. Participants paying by credit card will have the refund amount credited to that credit card account.

Due to unforeseen circumstances, printed prices are subject to change without notice.

*Refunds cannot be granted for non-recoverable costs on some programs and trips, such as hotel costs and pre-paid admission fees. Also, on trips where services are contracted to outside agencies, the agency refund and cancellation policies will apply.