

# **Policies Regarding Transfers, Withdrawals, Refunds and Administration Fees**



## **Transfer & Credit Policy**

- Participants may transfer to another available class before the class begins without charge as long as the enrollment for that class does not drop below the minimum.
- Participants accounts maybe credited before the class begins without charge as long as the enrollment for that class does not drop below the minimum.

## **Refund Policy**

- Full refunds will be issued for any program cancelled by the Parks and Recreation Department.
- Cancellations and withdrawals must be made through the Recreation Department, via phone or in person. Refund checks are issued through the Recreation office may take up to 4 weeks for processing.
- Participants may withdraw from a class and receive full refunds up to 3 business days before the program's first meeting, as long the enrollment for that class does not drop below the minimum.
- For athletic programs, refunds will not be issued once the schedule has been set.
- A 10% administration fee will be charged against refunds for cancellations and withdrawals, including those due to medical problems, to cover administrative cost. There are no administrative fees charged when a program is cancelled by the department.
- Fees paid by credit card will be refunded back to the same credit card.