

Policies Regarding Transfers, Withdrawals, Refunds and Administration Fees



Transfer & Credit Policy

- Participants may transfer to another available class, before the class begins without charge.
- Participants accounts may be credited before the class begins without charge.

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 email. 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, minus the administration fee, up to 3 business days before the program's first meeting, if the enrollment for that class does not drop below the minimum number required.
- If you request a refund after the 3-day mark, prior to the start of class, you will be responsible for payment of the first class, if the enrollment for that class does not drop below the minimum number required.
- For adult athletic programs, refunds will not be issued once the schedule has been released.
- A \$5 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 original credit card that was used to complete the transaction.

January 2023