



Cancellation and Refund Policy

Purpose

To provide an overview of the departments Cancellation and Refund Policy related to program registrations.

Policy

It is the responsibility of the person registering for a program to abide by the policy rules and regulations if a reimbursement is needed. If you are unable to attend a program you have registered for, please contact us.

- You must contact us 7 days before a program starts to receive a 100% refund.
- Cancellations inside of 7 days will receive a 50% refund or be issued a full account credit for another activity.
- After the program starts, **no refunds** will be issued.
- Our ability to refund money for trip cancellations depends on our contractual agreement with the travel companies.

Procedure

If a refund is granted the department will process the refund according to how the registrant paid at the time of registration.

- All credit card purchases will be refunded back to the credit card used to register for the program, please allow for 2-3 business days for processing.
- Purchases made via check or cash will be refunded by check and will be mailed to the residence on file unless otherwise noted from the person requesting the refund. Please allow for up to 7 business days to receive the check refund.

Exceptions

Exceptions to this refund policy will be made in the sole discretion of the Director of Parks and Recreation and must be based upon hardship or other good cause demonstrated by the registrant.

Refunds will be automatic if programs are cancelled by the department and will be distributed based on the method used when registering for the program.