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## RECREATION PROGRAMS CANCELLATION AND REFUND POLICY

<b>DEPARTMENT</b>	Operations - Recreation	<b>POLICY NUMBER</b>	001-19
<b>EFFECTIVE DATE</b>	February 27, 2019	<b>LEGISLATIVE AUTHORITY</b>	
<b>APPROVED BY:</b>	RESOLUTION 2019-042		

### **General:**

- Refunds submitted after course/program has started will only be issued for medical reasons.
- No refunds will be granted after a course/program has been completed.
- A \$10.00 administration fee will be charged on all refund applications, except those cancelled by the Parks and Recreation Department.
- Refunds/make-ups will not be issued for course/programs cancelled due to inclement weather.

### **31+ Days:**

- Cancellations made 31+ days prior to the course/program start-date will receive a full refund, less an administration fee of \$10.00.

### **Within one month (30 days):**

- Cancellations made within one month (30 days) prior to the course/program start-date will receive a 50% refund, less an administration fee of \$10.00.

### **Within one week (7 days):**

- Cancellations made within one week (7 days) prior to the course/program start-date will not be eligible to receive a refund.
- Note: Course/program status is decided 7 days prior to program start date. Your withdrawal may put the class below the minimum number required to operate.

### **Medical related cancellations:**

- A prorated refund will be issued for any remaining course/program, less an administration fee of \$10.00, provided no more than 75% of the course/program is complete. A physician's verification will be required in writing. The request must be made within five (5) working days of the situation.

**Course/Program cancellation by the Parks and Recreation Department:**

- A full refund will be issued for a course/program cancelled by the Parks and Recreation Department. No administration fee will apply.