


# RECREATION PROGRAMS CANCELLATION AND REFUND POLICY

|   |  |                                 |
|---|--|---------------------------------|
|  | <b>DEPARTMENT:</b><br>Operations – Recreation  | <b>POLICY NUMBER:</b><br>001-19 |
|   | <b>EFFECTIVE DATE:</b><br>February 25, 2019  | <b>LEGISLATIVE AUTHORITY:</b>   |
|   | <b>APPROVED BY:</b> RESOLUTION 2019-042<br>Amended by RESOLUTION 2022-377 (December 5, 2022) |                                 |

**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, with the exception of private and semi-private swimming lessons, where a refund will be issued if the pool is required to close.
- If a withdrawal from a program is requested and the space can be filled by someone on the waiting list, regardless of timeframe prior to course start date, only the \$10.00 administration fee will be applied.

**7 Days or More:**

- Cancellations made 7 days or more, prior to the course/program start-date will receive a full refund, less an administration fee of \$10.00.

**6 Days or Less:**

- Cancellations made 6 days or less, prior to the course/program start-date will not be eligible to receive a refund. Exceptions made for health/medical reasons.

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

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