

## **8. Refund Policy**

The Department has adopted the following policy regarding refunds for programs, rentals, and passes. All refunds will be made according to the following guidelines: refunds must be made in writing; via email or mail to the Parks, Recreation & Culture Office.

### **a. Canceled Class**

If a class is canceled or closed, participants will receive a full refund in the form of a check, credit card reimbursement, or household credit. Credit card refunds will receive a full refund, but will not be reimbursed for the 6.5% convenience fee charged at registration. There will be no cash refunds.

### **b. Refunds Before the Class Begins**

Refunds will be made only before the start of the class for the following circumstances:

- When the refund is requested at least seven (7) days in advance of the first class meeting - provided it does not reduce the participation level below the required minimum.
- When a participant becomes ill. (Participants must present a doctor's statement and notify the Parks, Recreation and Culture Department.)
- When a participant moves from the area.
- Some programs, however, are non-refundable, such as Motorcycle Classes and Skyhawks sports camp. All are subject to change.

A \$5 fee will be charged to cover processing costs related to a City refund. This charge will be to the total receipt, not each individual activity. Refunds made to a credit or debit card will be charged the fee and the convenience fee will not be reimbursed. This fee will not be assessed to programs that cost under \$15. Refund charge does not apply to facility rentals.

### **c. Refunds after the Class Begins**

A household credit, not a check refund, will be issued after the class begins if the participant becomes ill (a doctor's statement must be provided).

If a customer is not satisfied, they must notify the Parks, Recreation and Culture Department before the class is half over. If the customer does not take action before half of the classes in the session have passed, they are no longer eligible for a refund.

### **d. Membership Passes**

Passes are non-refundable and non-transferable.

Refunds may be granted if extenuating circumstances exist:

- When a participant becomes ill. (Participants must present a doctor's statement and notify the Senior Center or Golf Course.)
- When a participant moves from the area.
- Usage of the facility and percentage of time expired will be used to calculate a prorated refund. In addition to an administrative charge of 10% of the membership purchase price.