

# Refund Policy

The following refund policy applies to all programs unless otherwise noted in written Department material.

1. A refund may be issued when a class or program is cancelled or closed by the Recreation Department because of low enrollment or other circumstances.
2. A refund may be issued when requested at least seven (7) days before the first class or program meeting, provided the request does not reduce the participation level below the required minimum.
3. A refund may be issued when a patron becomes ill. The patron must present a doctor's statement and notify the Recreation Department before the start of a class or program.
4. A refund may be issued when the patron moves from the area.
5. A refund may be issued when a class is full.

## Refund Payouts

1. Credits for patrons will be compiled and refunds distributed by the Administrative Secretary or staff.
2. For patron requested refunds \$20.00 and under, the patron may receive a credit for future use. This "immediate" refund method will allow patrons to use the credit to pay for future classes, memberships, programs, and activities. The Department will not issue refunds to patrons if the amount is \$5.00 or less and the patrons do not accept a credit on file.
3. For refunds over \$20.00 a check will be issued by the Finance Department and sent to the patron.
4. No cash refunds will be issued, anytime. Refunds take about one week to two weeks to process.