

Cancellation / Refund / Transfer Policy

ALL REQUESTS FOR REFUNDS MUST BE IN WRITING ON THE CANCELLATION/REFUND/TRANSFER REQUEST FORM. A full refund is given if the Parks, Recreation & Cultural Resources Department cancels a program, facility rental or athletics league. Refunds are not given for individual class or game cancellations due to weather or circumstances beyond the control of the Department. Makeup sessions/games are scheduled whenever possible. A full refund minus a \$5.00 administrative fee will be considered if written notice of registration cancellation is received at least 14 days prior to the program starting. If Refund Request is received less than 14 days prior to the program starting, a 50% refund will be considered only if the enrollment can be filled from a waiting list. For youth athletics registrations, a full refund minus a \$5.00 administrative fee will be considered if written request is received prior to the following: Spring leagues – March 1; Fall leagues – August 1; Winter leagues – November 1. For youth athletics refund requests received after these dates, a 50% refund will be considered only if the enrollment can be filled from a waiting list. No refunds are considered after completion of programs, facility rentals or athletic leagues.

Facility rental(s) is/are subject to a full refund if the Parks, Recreation & Cultural Resources Department cancels a facility rental. Rental fees are refunded at 50% if renter gives written notice of cancellation at least 14 days prior to reservation date; there will be no refunds given for rental cancellations within 14 days of reservation date. No refunds are considered after the completion of a facility rental.

Medical hardship cases will be handled at the discretion of the Director of Parks, Recreation & Cultural Resources. Medical documentation may be required during review of the refund request.

Aquatics & Fitness Center 1 year (paid in advance) membership fees require proof of medical documentation stating inability to participate or take part in physical activity or relocation of no less than 15 miles radius from MAFC. Approved refunds should be pro-rated based on months remaining in membership minus a \$5.00 administrative fee. No refund requests for Monthly (paid in advance) memberships or Punch Passes will be accepted, for any reasons. *Bank drafts are done on the 15th of every month beginning with the second 15th after initial enrollment and payment. Bank draft memberships shall be for a minimum of 4 months and can be canceled at any time after the first 4 months with a written request at least 14 days prior to requested date.

Cedar Fork Community Center programs such as Early Arrivals, After School and Preschool are eligible for a full refund minus a \$5.00 administrative fee if written notice of cancellation is given at least 14 days before the start of the program. After programs have started, or less than 14 days before programs begin, a pro-rated refund will be considered on a case by case basis and will be based on the elapsed program time and the balance of paid time remaining (14 days advance notice is required). Teacher Workday Camps are eligible for a full refund minus a \$5.00 administrative fee if written notice of cancellation is given at least 14 days before the start of the program. For all camp programs, the balance, minus the \$25 non-refundable weekly deposit and a \$5.00 administrative fee may be refunded if the refund request is granted.

Selected programs and rentals may contain exceptions to the refund policy. For further details, please refer to the particular program's registration form or facility rental information.

All appeals should be submitted to the Director of Parks, Recreation & Cultural Resources.

Transfer request(s) of registration fee(s) may do so under the following conditions:

All requests for transfer must be made in writing and submitted 14 days prior to the beginning of the program, facility rental or athletic league, and are considered on a case by case basis. All approved transfer(s) will be subject to a \$5.00 administrative fee. If notice of transfer is given less than 14 days prior to the program starting, teams being selected or the facility rental date, the transfer(s) could be denied. Transfers may only be for the registered participant. Transfers cannot be applied to another household or another member of the same household. There must be registration space available in the requested program. The request must be for a similar program that is offered within an appropriate time frame as determined by the Department.

All sales of tickets or admission for special events are final. No refunds will be approved.

Participants Name: _____ Last Day in Program/Cancellation Date: _____

Parent's Name (If applicable): _____ Telephone Number: _____

Class/Activity/Program: _____ Dates/Session: _____ Time: _____

Mailing Address: _____

Reason for request (Please attach any medical documents to this form):

By signing below, I understand this form in no way guarantees a refund will be granted. My request must meet the required standards set forth in the refund policy to be eligible for a refund.

Signature: _____ Date: _____

For Official Use Only

Date request was received: _____	Staff Initials: _____	Was request granted? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Deposit	<input type="checkbox"/> Family emergency	Explanation:
<input type="checkbox"/> Program Cancelled	<input type="checkbox"/> Scheduling conflict	
<input type="checkbox"/> Sickness/ Illness/ Injury	<input type="checkbox"/> Instructor/ Class dissatisfaction	Recommended Amount:
<input type="checkbox"/> Incorrect enrollment	<input type="checkbox"/> Other _____	