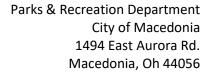




# **Credit/Refund Request**

Request may be taken online, in person, or over the phone; Subject to attached Policy

Participant Name:		Barcode #:		
Program Name:		Date/Time Class:		
Program Start Date:		Date Request Submitted:		
Detailed reason for credit/	refund request:			
	(Will be prorate			
	(Will be prorated costs incurred if request made aft		ess \$5.00 or 15	%, whichever is
Fee Paid:	Circle:	Credit on Account	or	Refund Check
Name of Payee:	Phone Nun	nber: ()		
Payee Address	(if different than Participant's)	City	State	Zip
Request Taken by:				
Below to be completed by S	Staff:			
Sportsman #:	Ent	ered into Sportsman:		
Denied:		Approved:		
Reason:				
Credit Amount:		Refund Amount:		
Supervisor Signature:		Date:		
Director Signature:		Date:		





## **Credit/Refund Policy**

#### General

Registration with the City Parks and Recreation Department acknowledges that Participant accepts the foregoing terms.

Requests for credits and/or refunds may be made pursuant to these Guidelines. However, credits/refunds are not guaranteed, and will be made at the sole discretion of the City on a case-by-case basis. In the event a request for credit/refund is approved, deductions from the original price paid will be made on a prorated basis.

No credits/refunds are available for 1-day programs, trips, or special events. No credits/refunds will be given for time missed due to vacations, illness, or weather cancelations.

Any request for credits/refunds based on injury must be made within a week of the injury, and proper documentation must be submitted. If a Participant is issued a credit by the City but later decides to request a refund for their account, all additional applicable fees will be assessed consistent with the below.

## **Registration Process**

A refund request made prior to registration closing will be assessed a processing fee of \$5.00 or 15% whichever is greater. A refund request made after registration closing will be assessed the processing fee in addition to Program Costs\*. For purposes of refund requests, registration closes seven (7) days prior to the start date of programming. Practices and tryouts are considered programming start dates, not the first day of competition.

For example, a participant who has paid \$100.00 programming fee. If a <u>refund</u> is requested *prior* to the closing of registration, no Program Costs will be assessed while registration for that programming remains open, although a 15% processing deduction (of \$15.00) would be made, with the final refund amount equaling \$85.00. If a refund is requested *after* registration closes, Program Costs will be assessed. Meanwhile, if a <u>credit</u> is requested either prior to or after registration closing, the individual will receive the full amount back (\$100), unless a refund is later requested in which case the same deductions would be made as previously set forth. In addition, if the programming has begun, the credit or refund amount may be prorated accordingly.

As a further example, if a credit is approved and a participant paid \$100.00 and the Program Costs are \$30.00, \$70.00 would be credited to the account. If a refund (after closing of registration) is approved and a participant paid \$100.00 with Program Costs of \$30.00, the refund would be the remaining \$70.00 less a 15% processing deduction (of \$10.50), with the full refund amount coming to \$59.50.

### Memberships

All memberships are non-refundable and non-transferable. If a medical emergency or extenuating circumstance takes place a member may request a credit/refund or to put their membership on hold. Requests will be handled on a case-by-case basis and require proper documentation.

#### **Rentals**

Rentals must be made at least 14 days in advance, any rental made within those restrictions may be denied due to area and staff availability. Credit/refund requests made 31 days or more in advance will be honored, no credits/refunds for cancelations made within 30 days or less of rental date.

\*Program Costs - Operational costs incurred by the City that cannot be refunded. Costs included but not limited to, jerseys, socks, hats, flags, and other personalized gear or equipment.