



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:

Credit Request: \$ _____ (Will be prorated as applicable; Credit is less any program costs incurred)

Refund Request: \$ _____ (Will be prorated as applicable; Refund is less \$5.00 or 15%, whichever is greater, and any program costs incurred if request made after registration closing)

Fee Paid: _____ Circle: Credit on Account or Refund Check

Name of Payee: _____ Phone Number: (____) _____

Payee Address (if different than Participant's) City State Zip

Request Taken by: _____

Below to be completed by Staff:

Sportsman #: _____ Entered 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 cancellations.

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 refund 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 credit 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 cancellations 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.*