



Recreation Programs Withdrawal or Transfer Request

PARKS AND RECREATION DEPARTMENT

Participant: _____ Parent/Guardian: _____

Phone #: _____ E-Mail: _____

Please choose one of the following options:

Course Withdrawal

Requesting either a: Refund or FAC Account Credit

Course Transfer:

From: Class Code: _____ To: Class Code: _____

Please Explain Request:

Course Cancellation, Withdrawal & Transfer Policy

Course Cancellation: In the event the Parks and Recreation Department cancels a course, a credit equal to the course fee will be given. A refund equal to the course fee or a transfer to a course of equal or lesser registration cost can be requested by the participant.

Participant Transfer: Transfer requests must be received **at least 10 days** before the start date of the currently registered course, and may be done as long as the newly requested course has slots available. **Transfers will not be allowed between seasonal Fun Guides.** Transfers must be approved by a Parks and Recreation Programmer. *Participant will not be reimbursed for convenience charges paid online. If a transfer is not available, and the participant chooses to withdraw from the class, withdrawal fees will be applied.*

Participant Withdrawal: Participants must withdraw from a course **at least 10 days** prior to the course start date to receive an account credit. A processing fee of **20%** of the cost of the course registration will be assessed at the time of withdrawal. **If a Withdrawal or Transfer Request form is not received at least 10 days prior to the start of the course of session, an account credit or refund will not be issued. Participant will not be reimbursed for convenience charges paid online.**

Medical Withdrawal: An account credit will be issued to the participant if an illness or injury causes a participant to miss a single-day course, the entire course or the remainder of a course. To be eligible for a medical refund, written documentation from a physician's office must accompany the Withdrawal or Transfer Request and must be received within 72 hours of the first missed class. Refund will be pro-rated if the withdrawal occurs during the course and all withdrawals will be assessed a 20% processing fee.

Refund Policy

If payment was taken using a credit card, the refund, if approved, can be obtained at Customer Service and will be credited to the same card. **Cash and check payments can only be refunded by check, which can take approximately 4 – 6 weeks.** All refund checks will be mailed. Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing. **All account credits and refunds are subject to approval by the Parks and Recreation Department and subject to the applicable pro-ration and processing fees. Under no circumstances will a cash refund be provided. FAC Account credits are good for 1 year from the date of issue.**

I have read and understand the refund policy stated above.

Member Signature

Date



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FOR STAFF USE ONLY

Request received by: _____ Date: _____

Original Method of Payment for Class: Cash Check Credit Card

Original Date Paid: _____

Circle One:

Has the request been approved? Yes _____ No _____

Has Class been updated? Yes _____ No _____

Credit/Refund amount given: _____

Programmer Signature: _____

Date Approved: _____

Comments: _____

