

Policy Name: Class & Program Refunds
Section: 3000 Operational: 3700 Recreation
Policy Number: 0000

Purpose: To specify 1) when refunds will be issued for Park District classes and programs; and 2) when pro-rating of classes will be done as part of the refund process.

Reference: None applicable

Policy:

Out of fairness to the community and for the sake of consistency throughout the Park District, it is important to ensure that each department is approaching refunds and pro-rating of classes/programs in the same manner.

When a District department receives a refund request for a class or program previously enrolled in but no longer wanted by the participant, policy guidelines are needed to: 1) reduce the impact of cancellation on the success of the program; 2) recover the administrative cost for processing that refund; and 3) allow ample time for filling the spot that will be vacated.

“Refunds” in this policy refer to both monetary refunds, and refunds applied as household credits through the Park District’s registration program. This policy applies to refunds related to class, program, and team participants and does not address refunds for facility or stage rentals, concerts, or special events.

- If the Park District cancels or re-schedules a class or program, all registrants/participants will be granted a full refund.
- If a participant wants to cancel an existing registration for a class or program and requests a refund, a standard administrative fee will be charged to process their request. Refunds will not be made for classes or programs whose enrollment fees are less than the standard administrative fee. The amount of the standard administrative fee will be based on District costs to process refunds and will be determined by the Executive Director or designee.
- Any request received 7 or more days prior to the start of a program or event will receive the entire refund amount less the standard administrative fee. No refund will be granted if a request is received less than 7 days prior to the start of a class or program. (See the following bullet for clarification on how the 7 day period is determined).
- The 7 day period referenced throughout this policy is clarified as follows: The seven day period does not include the day the class begins (i.e. the seventh day is the day before the class starts). Counting backwards to the first day, a refund request must be received no later than midnight before the first day of the seven day period.
- A refund request due to major illness or injury that is made before the 7 day period begins will be granted a full refund with no administrative fee when accompanied by a doctor’s written note. Refund requests due to major illness or injury made less than seven days before the class starts will be granted a full refund less the administrative fee when accompanied by a doctor’s written note, and provided the request has been made before the date of the final class. Refunds will not be granted for requests made after the class is over. Program managers or division superintendents must approve any refund requests related to illness or injury as outlined above.
- Pro-rating of classes or programs is permitted only when there has been illness or injury to a participant and a doctor’s note accompanies the request. Requests to pro-rate classes or programs must be approved by program managers or division superintendents.

- Due to the nature of the activity, some programs may require refund requests to be made sooner than the seven day period required for most classes and programs. Possible examples of what might require an earlier refund deadline include activities such as ski bus, trips or birthday parties. The dates of these earlier refund deadlines will be included in the District's program catalog with the activity description.
- Refund requests for activity passes, locker rentals, and other miscellaneous items will require the approval of the division superintendent or director.
- Based upon extenuating circumstances that demonstrate a genuine need, program managers may periodically, with the approval of their recreation superintendent, issue refunds or authorize pro-rating when these would otherwise not be allowed in accordance with this policy.
- Requests to transfer from one class to another are permitted when the request is received 7 or more days prior to the start of a program or event as outlined above in the fourth bullet. Transfer requests received after this must be approved by the department program manager since various factors must be considered such as whether the transfer could drop the class size below the required minimum making it no longer feasible to hold the class.