

Refund Policy

Because our programs are self-supporting and commitments must be made in advance to instructors, staff, and suppliers, the following refund policy applies to all Parks and Recreation programs and activities.

Program Refunds

- No refunds or account credits will be issued after the completion of the second class.
- A written refund request must be submitted before the start of the second class to be eligible for a refund or account credit.
- For one-day programs or activities, a written refund request must be received at least five (5) days prior to the program date to be eligible for a refund or account credit.
- If a participant is unable to continue due to illness or injury, a full or prorated refund or account credit for the remaining classes may be granted upon receipt of a doctor's note.
- If a participant is removed from a program due to disciplinary reasons or insubordination, no refund or account credit will be issued.

Programs Operated by Third-Party Vendors

For programs or activities conducted by a third-party vendor or contractor, **no refunds or account credits will be issued within five (5) business days of the program start date.**

Programs with Special Refund Policies

Certain programs may have specific refund deadlines and requirements that supersede this policy, including but not limited to:

- Bus Trips
- Youth and Adult Leagues
- Summer Camps
- Lil Rec'ers Preschool

Please refer to the individual program information for applicable refund details.

Facility and Field Reservations

- Cancellations made 15 or more days prior to the reservation date will receive a full refund.
- Cancellations made 8–14 days prior to the reservation date will receive a 50% refund.
- Cancellations made within 7 days of the reservation date are not eligible for a refund.

Program Cancellations

If the Parks and Recreation Department cancels a program, activity, or reservation, participants will receive a full refund or account credit.