

## Refund Policy



1. Refund at the request of the participant:
  - a. If the participant provides a written request for a refund one week prior to the first class, a refund will be granted less a \$5 administrative fee per participant. No refunds will be given for \$5 or less.
  - b. If a participant requests a refund less than one week prior to the first class, no refund will be granted.
  - c. If a participant cannot attend or continue a class due to an illness, a refund may be granted if a written request is received, and:
    - i. A physician's statement of the illness and dates is presented.
    - ii. The request is received no later than 7 days after seeking treatment.
    - iii. A full refund will be granted if the request is received prior to the start of class.
    - iv. A pro-rated refund will be granted for the classes missed due to the illness.
  
2. Class Cancellation by the Parks & Recreation Department: A full refund will be granted in the event a class/activity is cancelled by the Department. The Parks & Recreation Department reserves the right to cancel a class if the minimum program enrollment has not been met two business days before the first class meeting.