

Recreation Program Refund Request Deadlines

Class fee first day. Program fees may be refunded in full for any reason after the first day of class, as long as the refund is requested prior to the second day of class. Participant must contact the registration desk and make a formal written request. Aquatics programs requests must be made at the pool registration desk. All other recreation program requests must be made at the Spartan Recreation Center registration desk.

Class fee second day. After the second day of class, but prior to the third, requested refunds will be pro-rated per the registration fee paid and the total number of classes.

Class fee third day. Refunds will not be issued after the third day of class, unless an exception is granted. Requests for an exception to this policy must be submitted in writing prior to the fourth class and must be approved by the PRCS Director. The City has sole discretion to decide whether or not to grant this exception.

Single Day Course & or Trip. Refunds may be issued if requested at least seven (7) calendar days prior to (not including) event date.

- Example: For a refund for a Saturday Course or Single Day Trip you must withdraw by end of business the prior Saturday.

Summer Camps

- Full refunds will be given until the close of business on the first Monday in June.
- Refunds requested after close of business the first Monday in June, but prior to seven (7) days before (but not including) the first day of camp, will be subject to a \$50 administration fee.
 - Administrative fee is for each weekly camper registration.
 - If transferring from one Camp into another the administration fee will be waived during the transfer.
 - The transfer must be made at the same time as the cancellation.
 - Transfer can only be made into a camp that has an available spot.
- No refunds will be given less than seven (7) days (not including) the first day of camp. Example: Must withdraw from Monday camp by 9:00pm on the prior Monday.

Non-Summer Camps

- Full refunds will be given up 14 days prior to the the start (not inclding the first day) for non-summer camps .
- Refunds requested after close of business 14 days prior to start but not including) the first day of camp, will be subject to a \$50 administration fee.
 - Administrative fee is for each weekly camper registration.
 - If transferring from one Non-Summer Camp into another the administration fee will be waived during the transfer.
 - The transfer must be made at the same time as the cancellation.
 - Transfer can only be made into a camp that has an available spot.
- No refunds will be given less than seven (7) days (not including) the first day of camp. Example: Must withdraw from Monday camp by 9:00pm on the prior Monday.

Waitlist and Pro-rated Refunds

- **Waitlist refunds.** For those that are on a class waitlist that attend after the start date, requests for refund shall be treated as if the first day of attendance is the first day of class.
- **Pro-rated refunds.** Class fee refunds will not be pro-rated when registering after the start date except for those entering from the waitlist.

Rental and Permit Refund Request Deadlines:

Facility rental cancellation. Rentals cancelled by the Renter seven (7) or more calendar days before the event will be refunded in full. Rentals cancelled by the Renter less than seven (7) days, but before 24 hours prior to the date/time of the reservation, will be issued a 50% refund of the fees already collected or \$50, whichever is less. Reservations cancelled 24 hours or less prior to the rental will not receive a refund. Any Security Deposit received associated with this rental will be 100% refunded.

Refund of Security Deposits. The City will inspect the permitted area in the Rental Use Permit after usage to determine if any damage occurred. If damage occurred, the City will assess a cost to fix the damage and retain that amount from the Security Deposit. A Security Deposit may also be retained if all conditions of the permit are not adhered to or extra on-site staff time is required. Any remainder of the Security Deposit will be refunded. Should no damage occur, all conditions of the permit are met and extra staff time is not required then 100% of the Security Deposit will be refunded.

Park & Open Space Non-Exclusive Use Permit cancellation. Rentals cancelled by the Renter seven (7) or more calendar days before the event will be refunded in full. Rentals cancelled by the Renter less than seven (7) days, but before 24 hours prior to the date/time of the reservation, will be issued a 50% refund of the fees already collected or \$50, whichever is less. Reservations cancelled 24 hours or less prior to the rental will not receive a refund. Any Security Deposit received associated with this rental will be 100% refunded.

Concession Permit Cancellation. Concession Permits are non-refundable.