

# Recreation Department & Recreation Commission

## **Refund Policy**

***\*All refunds must be submitted in writing and have the East Longmeadow Recreation Department's Refund Form attached to it. This Document is located in the office and online.\****

### **A full refund will be issued if:**

1. A Program or Event is Cancelled by the Recreation Department.
  - **For all Programs:** for example, if there is insufficient enrollment, the Recreation Department will notify all registrants via e-mail that they can transfer into a different program or request a refund using the provided refund form.

### **A partial refund will be issued if:**

1. A program has not begun (this includes pre-season practice) and/or team rosters have not been distributed publicly.
2. If a program is not cancelled but the participant is deemed medically unfit to participate in the sport. **\*Please Submit a Doctor's Note\*** which includes the date of accident/injury, and the date of the medical visit.
3. Day Camps (2023)
  - a. **No refunds will be granted after June 6**
4. Pine Knoll Pool Memberships
  - a. A refund, minus a \$15.00 processing fee, will be issued to all pool memberships if the requester submits a refund form by May 31 of the current season.
5. **An Administrative fee/Credit Card Fee of \$15 will be deducted from the refund, as will any additional costs (ex: uniforms/equipment have been ordered for the participant).**

### **No refund will be issued:**

1. Bus trips are non-refundable under any circumstances.
2. Once a class, program, or event has ended.
3. After teams/rosters have been officially created and announced to the public by our office.

### **Additional refund policies apply for the following:**

**Facility/Field Rentals:** Refunds may be granted only if adverse weather conditions prevail, or if the cancellation is received in writing at the Recreation Department at least seven (7) calendar days prior to the reservation date.

### **Terms:**

Scheduled start dates are considered to be preseason evaluation dates and/or the Monday of the first week teams are permitted to practice, whichever comes first.

**\*\*All refunds should be expected to take 4-6 weeks from the date the refund is requested and received in office by the Recreation Department\*\***

