

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.
 - o **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
 - a. A deposit of \$25.00 is required in order to sign up for a day camp program. **This deposit is non-refundable, and non-transferable to additional weeks/participants under any circumstances.**
 - b. A refund, minus the \$25.00 deposit, will be issued if the requester submits the refund form exactly one week prior to the selected week of camp beginning, by 4:00 p.m.
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****

