

## Recreation Department & Recreation Commission

### ***Refund Policy***

#### **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.

#### **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.
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. **An Administrative/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).**
4. **Payments made via check will be refunded via check, and should be expected to take 4-6 weeks from the date the refund is requested and received in office by the Recreation Department.**
5. **MyRec account credit may be requested in lieu of a credit card/check refund.**

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

1. After teams/rosters have been officially created and distributed/announced to the public by our office.
2. Once a class, program, or event has ended.

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

1. **Day Camps:** Refer to relevant program description
2. **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. (\*\*Pine Knoll weekend rentals: refer to separate Pine Knoll Rental Agreement/Contract\*\*)

#### **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.

### ***Late Registration Policy***

An additional \$25 will be charged for late registration for all programs.  
Effective: May 16, 2025

Updated: May 16, 2025

