



Parks and Recreation Policies

POL-010

TITLE: CANCELLATION AND REFUND POLICY FOR CLASSES/PROGRAMS

Purpose: To establish standards for refunding of moneys for classes and programs that are cancelled by our patrons. The intent is to maximize available spaces in each class/program.

Policy:

In an effort to further standardize processes, we have changed our class, camp, special event, and program reservation and refund policy.

Cancellation: It is the policy of the Round Rock Parks and Recreation Department to make a full refund to participants who register for a class, camp, special event, program or facility that is cancelled or closed by the Department or City of Round Rock.

Program Withdrawal: Is a customer generated request to relinquish a reserved paid spot on a class, camp, special event, or program. Program withdrawals for a relinquished spot in a day camp or after school program must be made in writing or via email.

Program Refund: Is a customer generated request to relinquish a reserved paid spot on a class, camp, special event, or program. A program refund is processed back to the customer who initially paid for the class, camp, special event or program. A \$25 administrative process fee will be applied to all program refunds. Offerings that were paid from a credit card will be refunded to the credit card of record. Programs that were paid by cash or check will be processed via check and the patron will receive the check within 14-21 days from the date of request. Programs less than \$25 will forfeit all fees and no additional charge will be required.

Program Credit: Is a customer generated request to relinquish a reserved paid spot on a class, camp, special event or program. A program credit is applied to the individual account for use in a future class, camp, special event or program.

Program reservations: A complete payment is due at the time of registration. The class payment must be made in advance of the first class. Reservations are first-come, first-served based upon payment of fees. Exceptions: Day Camp and After School Programs may make reservations in advance with the understanding that payment must be made (14) days prior to the program. Reservations will be held on a first-come, first-served basis. Once a program is full, a waitlist will be generated. Reservations for these programs that request the use of scheduled payments must be made in person at CMRC or the Main PARD Office.

Program Withdrawals will be processed in the following manner:

Program Withdrawals initiated by the customer that are requested **14 calendar days or more** from the event start date will have the following options:

Option 1) Request a Program Credit. Credit the customer's account with the balance for a future class, camp, special event, or program. This credit must be used within 1 calendar year from the date of refund request. Any program refund request after credit on account was made will be subject to \$25 administrative fee.

Credit balances left on customer's accounts that have been unused for one (1) year will be refunded to the customer less the \$25 administrative fee. Any balances of \$25 or less on accounts that are assessed the administrative fee will be considered paid in full and no additional debt will be incurred.

Option 2) Request a Program Refund. Customer will be charged \$25 administrative fee. Offerings that were paid from a credit card will be refunded to the credit card of record. Programs that were paid by cash or check will be processed via check and the patron will receive the check within 14-21 days from the date of request. Programs less than \$25 will forfeit all fees and no additional charge will be required.

Program Withdrawals requested by the customer that are **less than 14 calendar days** from the start date will only have the following option:

Option 1) Request a Program Credit. Credit the customer's account with the balance for a future class, camp, special event, or program. This credit must be used within 1 calendar year from the date of program withdrawal. Program refunds are not an option during this time frame.

After a program has begun, a pro-rated credit can be applied. This transaction must be done by the program supervisor. After a program is complete, program refunds or credits are not an option.

Related Policies:

Effective Date: **August 6, 2007**

Revised Date: **July 29, 2008**

Revised Date: **November 1, 2009**