

## **Caroline County Parks & Recreation Department**

### **PROGRAM REFUND POLICY**

The purpose of this procedure is to establish criteria for which refunds and credits are granted in a consistent manner throughout the Department.

The Parks & Recreation Department charges fees for programs and facility and equipment rentals. Fees are charged to help defray the cost of operations and maintenance. Historically, the Parks & Recreation Department, in an event to provide excellent customer service, has granted refunds with no established criteria. It is imperative that the Department apply consistent criteria regarding a refund policy across all divisions. On September 1, 2011 the Department will implement a \$10.00 processing fee in specified situations.

No refunds will be issued for programs that have surpassed a maximum of two class sessions.

Caroline Parks & Rec. will offer a refund for the following reasons:

- Cancelled programs or classes;
- There are changes to the originally scheduled activity that prevents you from participating;
- Refund requests received 10 days in advance of the program start date will be honored minus a \$5.00 processing fee. After 10 days, the cancellation fee will be \$10.00.

All requests for refunds must be: Submitted in writing using the refund form, Include a receipt or cancelled check, and be: Faxed to 804-633-4136; Delivered to the Parks & Recreation Office at 17202 Richmond Turnpike, Milford, Va. 22514; or by mail to P.O. Box 447, Bowling Green, Va. 22427.

No refunds will be provided for day passes, tickets, classes/seminars, one day events, or non-refundable deposits/fees received on or after the program start date.

Refunds will not be issued, under any circumstances, after the program has ended.

Refunds will not be issued, under any circumstances, for classes, activities, or trips with registration fees of \$10.00 or less.

Registrants' failure to show for a program does not constitute a refund. It is the responsibility of the customer to make note of the program start date.

Youth Sports participants will receive a refund if injury/doctor's excuse occurs prior to regular scheduled games.

Adult athletic team entry fees & trip registration fees will not be refunded under any circumstances after the deadline.

### **CREDITS**

Accounts will not be credited unless otherwise noted. A credit to your account will be given, for any activity, if you can no longer participate due to medical reasons. Proof **must be** given from the doctor or hospital. \*Credit must be used within 6 months.

There will be a \$10.00 service fee per transaction for processing funds. Refunds require the approval of the County Administration and may take up to two weeks to process. We reserve the right to cancel and/or change a reservation or program activity.

No refunds for events cancelled due to inclement weather or any unforeseen occurrence, if half of the program has started. Make up date(s) will be made available. All exceptions may be made on a case by case basis by Director or programmer.

### **FACILITY REFUND POLICY**

Facility Reservation fees are non-refundable; credit only within 6 months (only when applicable).

If you must cancel or change the date of your reservation, please call 804-633-7277.