



## Department Policy & Procedure

Subject: <b>Refund Policy</b> ( <i>for community centers, swimming pools, small craft centers and other recreational providers</i> )		Number 060-P 7.16
		Effective 3/15/2001
		Supersedes N/A
Approved:	<b>Department: Parks and Recreation &amp; The Associated Recreation Council</b>	Page 1 of 3

*For community centers, swimming pools, small craft centers and other recreation providers, it is the policy of Seattle Parks and Recreation and the Associated Recreation Council that:*

- *Any person who registers for a class, camp, special event or program that is cancelled for any reason by the Department or the Advisory Council will receive a full refund.*
- *Any person who registers for a day camp, trip, overnight camp, special event, or facility rental, and who requests a refund 14 days or more before its start (or before the second session of a class), may receive a refund minus a service charge.*
- *Any person who registers for a day camp, trip, overnight camp, special event, or facility rental, and who withdraws from the activity fewer than 14 days before its start (or after the second session of a class), will receive no refund.*

*Please read the entire policy for specific information.*

### 1.0 DEFINITIONS:

**“Refund”** is the direct payment of money or a credit to a credit card account. If payment was made by cash or check, a refund will be processed through the Accounting office and may take approximately three weeks. If payment is made through credit card, the refund will be processed within 48 hours of the request. Service charges will be applied to all refunds.

**“Cancellation”** is when the Department does not operate a program as originally planned and/or scheduled that results in a refund to the customer without a service charge applied.

2.0 CANCELLATION: It is the policy of Seattle Parks and Recreation and Associated Recreation Council to make a full refund to participants who register for a class, camp, special event or program that is canceled by the Department or Advisory Council for any reason.

3.0 CANCELLATION OF ONE SESSION: In the event of an unplanned cancellation of a single session of a class, that class will be rescheduled whenever possible. If it cannot be rescheduled, the participant will receive a refund.

4.0 DROPPING A CLASS BEFORE SECOND SESSION: A participant may be issued a refund if he/she drops a class, and notifies the program coordinator, prior to the second class session. The pro-rated class fee plus a service charge of \$5.00 or 10% of the fee, whichever is greater, will be retained by the facility. No refund will be made for supplies and materials fees.

- 5.0 **DROPPING A CLASS AFTER SECOND SESSION:** If a participant drops a class after the second session of a series, no refund will be given.
- 6.0 **DAY CAMP REFUND:** A participant may be issued a refund for a youth or teen day camp program, if he/she notifies the program coordinator at least fourteen (14) days prior to the beginning date of the camp. A service charge of 10% of the fee will be retained by the facility. No refunds will be made on payments provided as deposits for camps. No refunds will be made for requests received within fourteen (14) days prior to the beginning of the camp, unless the space in the camp is filled.
- 7.0 **TRIPS, OVERNIGHT CAMPS AND EVENTS REFUNDS:** Refunds for trips, overnight camps and special events, minus any non-refundable deposits and charges, will be issued until fourteen (14) days prior to the date of the event unless otherwise stated. Cancellation requests received later than fourteen (14) days prior to the beginning of the event for any reason, including illness, will not be approved and refunded. Refunds, minus a service charge deduction of \$5.00 or 10% of the fee, whichever is greater, may be made if the vacancy is filled. No refund will be made for food, supplies and materials fees.
- 8.0 **FACILITY RENTALS WHILE CLOSED:** Facility rentals, which are scheduled outside normal hours of operation, require full payment for each reservation, of which a minimum of \$50 is non-refundable. Refunds, minus the \$50 non-refundable charge or 10% of the fee, whichever is greater, may be made if the renter notifies the facility coordinator at least fourteen (14) days before the scheduled event. Refunds, minus the \$50 non-refundable charge or 50% of the fee, whichever is greater, may be made if the renter notifies the facility coordinator fewer than fourteen (14) days before the event and the space is rented to someone else. Any damage deposit collected prior to an event that is not held will be refunded in full.
- 9.0 **FACILITY RENTALS WHILE OPEN:** Facility rentals, which are scheduled during normal hours of operation, require full payment for each reservation, of which a minimum of \$5 is non-refundable. Refunds, minus the \$5 non-refundable charge or 10% of the fee, whichever is greater, may be made if the renter notifies the facility coordinator at least fourteen (14) days before the scheduled event. No refunds are made for cancellations that occur less than fourteen (14) days before the event.
- 10.0 **YOUTH SPORTS**  
A refund of all fees paid, less 10% service charge, will be issued if a player drops from the team before the uniforms are ordered. If a player drops from the team after the uniforms are ordered, a refund will be issued minus the cost of the uniform and the 10% service charge. No refunds will be issued after the first league game is played.

**11.0 ADULT SPORTS**

If a team drops from league play after the deposit is paid and before the final payment is due, a refund will only be issued if a team is found to take the place of the team that wishes to drop from league play. A service charge of 10% of the fee will be retained by the facility. No refunds will be issued after the final payment is made and/or final schedules are drawn.

**12.0 NO REFUNDS:** We are unable to issue refunds for clothing which has been used or worn (goggles, swim caps, t-shirts) or for food items, unless there is a product defect. Exchanges may be made for defective products.

**13.0 OTHER EXCEPTIONS:** Occasionally, no refund is available for a specific program or service, which may include deposits for registration or rentals. Information on any specific exception is available from recreation staff prior to payment or purchase.

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