

<p>Date Received: _____</p> <p>Staff's Initials: _____</p>
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## Refund Request Form

### General Refund/Transfer Policy:

1. Refund requests must be properly filled out and submitted within the timeframe indicated by this policy.
2. Unless program/event is cancelled by PARD, all approved refunds/transfers/credits are subject to a \$5 administrative fee.
3. Refund requests made within one day of purchase will be granted, but must be processed the same as other refunds and will be less the \$5 administrative fee.
4. All refund requests must be approved by PARD Coordinator or Supervisor. All transfers must be approved by Instructor and PARD Coordinator or Supervisor.

### Facility Memberships:

A household credit or refund will be given up to ten (10) days after purchase less the \$5 administrative fee.

### Trips, Special Events and One Day Classes:

Refunds/credits must be requested before the event and will be less any pre-paid expenses (tickets, staffing, supplies, etc.) and the \$5 administrative fee. Trips/events coordinated by an outside agency will be subject to that agency's refund policy. Trips/events coordinated by the City will be subject to PARD refund policy.

### Regular Classes, Camps and Programs:

1. Anytime before three (3) days of start date, a household credit or refund will be given less the \$5 administrative fee.
2. Within three (3) days of start date or after program begins, only pro-rated household credits will be considered and merit of requests will be on a case by case basis. Any pre-paid expenses (tickets, staffing, supplies, etc.) and \$5 administrative fee will be deducted from credit.

### Facility Rentals:

1. Within (3) days of purchase, 100% of deposit will be refunded/credited less the \$5 administrative fee.
2. After (3) days of purchase and up to (3) days before event, 50% of deposit will be refunded/credited less administrative fee.
3. Within (3) days of event, no refund/credit of deposit will be given.

**We want you to have a great experience in our programs. Please don't hesitate to tell us about any concerns. If you find something unsatisfactory, let us know immediately and we pledge to diligently work to correct the problem and improve your experience.**