

**PROGRAM CANCELLATION AND REFUND POLICY**

Approved By:  Date: 3/30/2021  
Parks, Recreation & Community Services Director

Established: November 7, 2018

**BACKGROUND**

Parks, Recreation & Community Services Department program fees are based on the direct cost of supplies, contracts, staff, and estimated participation. The program fee is paid in full by the participant at the time of registration. Early decision-making and commitment on the part of the participant allows the Department to schedule facilities and staff time for programs that are of the most interest to customers. When minimum enrollment is not achieved during the registration period, the Department may need to cancel the program.

**PURPOSE**

To provide direction on when and how refunds are issued to participants.

**AUTHORITY**

The Parks, Recreation & Community Services Director is authorized to approve fees for registration-based programs and programs operated directly with staff that are not specified in STC 3.10. The Director is authorized to establish operating procedures in order to implement programs and services.

**DEFINITIONS**

Available program – an activity that is open for enrollment

Participant – a registered account/household member or the parent/legal guardian thereof

Transfer – when a participant and the paid program fee associated with a participant is moved by the Department from one program to an available program in the same category

Refund – reimbursement of a program fee from the Department to the participant

Category – a program or class of the same type

**POLICY**

The Parks, Recreation & Community Services Department shall notify participants when a program is cancelled. A full refund will be issued for programs cancelled by the Department.

A participant may withdraw from a program. A full refund can be issued for a withdrawal requested prior to the registration deadline (“register by date” as established by the Department), unless the Department has specified no refunds for a particular program.

In lieu of a refund, a transfer may be transacted in conjunction with a cancellation or withdrawal notification. However,

the Department may specify particular programs that are not available for transfers.

- Transfer resulting in balance due: participant must remit the difference to complete the registration.
- Transfer resulting in overpayment: participant will receive a refund of the difference.

Refunds will not be issued for withdrawal requests made after the program registration deadline. Transfers will not be issued for transfer requests made after the program registration deadline. However, when the Department has offered multiple sessions of the same program and some do not achieve minimum enrollment the Department may offer participant a transfer when there is sufficient capacity in other sessions.

Refunds are issued via the same method as payment was received.

- Payment made by credit/debit card will be refunded to the same card used at the time of payment. Processing will take approximately five business days. A credit/debit card that is invalid or has expired at the time of the refund: refund will be by check.
- Payment made by cash/check will be refunded by Town of Sahuarita check. Processing may take up to 30 calendar days.