

White County Recreation Department

Refund Policy

- 1. If White County Recreation Department (WCRD) is responsible for the cancellation of a program or class, then a full refund will be issued to all registered participants**
- 2. No refunds will be granted after the start of a program session, first game or class. Fees collected of less than \$5.00 will not be refunded (unless the Department cancels the program or class)**
- 3. All refunds must include a completed Refund Request Form and be received no less than seven (7) business days prior to the first day of a class or program, and first game for all athletics**
- 4. Refunds will be assessed an administration fee of 25% of the amount paid. This fee applies to all programs with a fee of \$5.00 or more**
- 5. After the seven (7) business day deadline, refunds may not be granted without a written medical excuse from a licensed physician**
- 6. Requests must be received from (and refunds will be issued to) the individual who registered the participant**
- 7. Where applicable, programs in high demand may require a non-refundable deposit in lieu of the administrative refund fee of 25% of the amount**
- 8. In unusual situations (patron is relocating, has an illness or becomes physically unable to continue program, etc.) where a refund is requested for services that have been paid in advance (such as annual passes), the balance of the remaining value may be refunded after receipt of a written request**
- 9. In cases where a program or class creates a health or safety risk for the participant, a partial refund for the remaining session/season may be given after a written request has been made**
- 10. Behavior related dismissals may not be eligible for a refund**
- 11. All requests for refunds will be forwarded to the Department Director for final approval**