



Leisure Services Refund/Transfer Policy

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 program and event refund requests must be approved by PARD Coordinator or Supervisor. All program transfers must be approved by the 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 and any applicable visit charges. Membership type transfers that do not involve a refund can be made but only while the membership is still active.

Trips, 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.

Regular Classes, Camps and Programs:

1. Before (3) days of start date, a household credit or refund will be given less the \$5 administrative fee.
2. Within (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.
3. No refunds will be awarded after a class/program has ended.

Facility Rentals:

1. Up to one week before rental, a refund/credit will be given less the \$5 administrative fee.
2. Within one week of rental, 50% of deposit or fees (whichever is less) will be deducted from refund.

Refunds for swim lessons, athletic facility rentals, tennis programs and museum rentals may differ. Please check with those divisions for proper procedures.

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.