



**Department of Library and Recreation Services  
PROGRAM, CLASS, CAMP AND LEAGUE REFUND POLICY**

This Refund Policy has been established to provide refunds and credits resulting from the cancellation of or withdrawal from a Program, Class, Camp or League offered by or through the Department of Library and Recreation Services.

- If, for any reason, a Program, Class, Camp or League is cancelled by the Department of Library and Recreation Services, the customer shall receive a full refund or credit.
- If a customer wishes to cancel their enrollment and receive a full refund, the request for a refund must be made at least five business days prior to the start of the Program, Class, Camp or League.

**Program, Class or Camp**

- If a customer withdraws from a Program, Class or Camp less than five business days prior to its start date, the customer shall receive a credit less a \$10 processing fee. **AQUATICS CLASSES:** If a customer withdraws from a class prior to its start date, the customer shall receive credit less a \$10 processing fee. Refunds shall not be issued.
- If a customer withdraws after a Program, Class or Camp has commenced, the customer shall receive a partial credit. The amount of this partial credit shall be pro-rated based on the number of remaining sessions, less a \$10 processing fee. Refunds shall not be issued.

**Youth Sports Leagues**

- If a customer withdraws from a Youth Sports League less than five business days prior to its start date, the customer shall receive a credit less a \$10 processing fee.
- If a customer withdraws within the first three weeks of a League season, the customer shall receive a credit less a \$30 uniform fee and a \$10 processing fee. If a customer withdraws on or after week four, no credit or refund shall be issued.

**Additional Information**

- A credit issued from a withdrawal of a class, program, league or camp shall be available for use up to one year after it was issued. If the credit is not used within this one year period, the credit shall be transferred from the customer's account into the Department's scholarship fund.
- Exception to the Refund Policy due to extenuating circumstances may be considered by the Director of Library and Recreation Services.
- No refund or credit is available for the following: Drop-in classes/programs, special events, adult sports leagues, camp extended care and one-day classes.