



Refund & Cancellation Policy

Recreation & Community Services program and event cancellation and refund guidelines to ensure consistency across all program areas.

CANCELATION POLICY

Activity/Program/Classes

If an activity, program, or class is canceled, the participant will be notified, and an alternative will be offered if one is available. If no alternative is available, a check or credit card refund will be processed within 3-5 business days. The Recreation & Community Services Department reserves the right to cancel, postpone or combine classes, change facilities or instructors as needed.

Facility Reservations/Permits

Please see Facility Reservations Rules and Regulations Section 7.6 for cancellation policies.

Picnic Shelters

Please refer to the Picnic Shelter Guidelines for cancellation policies.

Athletic Field & Gymnasium Reservations/Permits

Please refer to the Athletic Field and Gymnasium Policy for cancellation policies.

USER CREDIT POLICY

The Recreation & Community Services Department does not issue credits for any classes, activities, or programs.

REFUND POLICY

Refund requests can be submitted via phone, email, or walk-in. The Recreation & Community Services Department will issue all refunds to the primary account holder. All processing fees are non-refundable.

All refund requests must be received seven (7) business days before the class start date. The Recreation & Community Services Department will review and accept/reject refund requests. Refunds will not be issued in the case of

participant disciplinary action, including suspension. No refunds will be given if it is after the second class or the program's scheduled meeting date.

No refunds or prorating will be offered for classes missed by a participant for any reason.

Additional refund guidelines apply as follows:

ADULT SPORTS

Due to the complexity of league schedules, refund requests must be submitted in writing to AdultSports@OntarioCA.gov at least 7 business days prior to the league start date. Patrons will receive 50% of the original league fees.

AQUATICS

Due to the popularity of this program, no refund will be issued once a class/session has started.

CONTRACT CLASSES

If you wish to drop or transfer to another available class, contact the Recreation & Community Services Department seven (7) business days before the first scheduled class for a refund or transfer. No refunds shall be issued for non-attendance or material fees. No make-up classes or refunds will be issued if a participant is unable to attend a class throughout the session.

FACILITY/FIELD SECURITY DEPOSITS

Deposits for facility reservations and field reservations will be refunded after the completion of the event and are contingent on policies/procedures being adhered to, and there is no damage to the community center and/or fields, or no additional staff cost was accrued.

EMPOWERMENT SCHOLARSHIP

All scholarship funds are refunded to the scholarship recipient's account. Any refund requests after December 31 that were paid with scholarship funding will automatically expire at the end of the scholarship year.

EXCURSIONS

In the event that there is not enough participation before the trip deadline, which is one week before the scheduled excursion, or if the safety of participants and staff is at risk, such as inclement weather, the excursion may be postponed or canceled. Should the excursion be canceled by the Recreation & Community Services Department, a refund will be issued to the participant.

If the participant is a minor, cancellation and refund requests MUST be confirmed by the parent or guardian, not the participant. Refunds will only be given if a three

(3) business day cancellation notice is given at the discretion of the Recreation & Community Services Department.

RECREATION CAMPS

Due to the popularity of all Recreation Camps, no refunds will be processed unless the spot can be filled by a participant from the waitlist.

SPECIAL EVENTS

No refunds will be offered for one-day activities, classes, or special events.

TOT CLASSES

Due to the popularity of this program, no refunds will be issued unless the class/session is canceled.

TOT/YOUTH SPORTS

Due to the popularity of these programs, no refunds will be issued after the season begins, except for a medical issue preventing a child from playing.

REFUNDS FOR PAYMENTS MADE BY CHECK/CASH/MONEY ORDER

All transactions made by cash, check, or money order will be refunded as a check. All refund checks will be processed through the Financial Services Agency and will take 2-3 weeks to process. Checks will be mailed to the primary account holder's address and may take 4-6 weeks for delivery.

REFUNDS FOR PAYMENTS MADE WITH A CREDIT CARD

All transactions made with a credit card will be refunded to the account used to process the transaction. Refunds by credit card are typically processed by the Recreation & Community Services Department within 3-5 business days. A receipt will be sent to the primary email address on the account. Refund will be posted to bank account within 5-7 business days, depending on the financial institution. If the credit card used to make the transaction has expired, the Recreation & Community Services Department will issue a check refund.

NON-SUFFICIENT FUNDS RETURN CHECK POLICY

A return check fee will be a flat \$25 per check returned. The user account will be flagged, and the account holder will not be permitted to participate in activities, classes, or programs until the returned check payment is made. No check will be accepted for one year from the account holder.