

Springfield Township Parks and Recreation

REFUND POLICY

- No refunds will be given less than 5 business days prior to the start date of any program, camp or class, unless the program/camp/class was cancelled by the Parks & Recreation Department. All other cancellations/refunds will be subject to a \$5 administration fee per person, per class, program, or camp.
- No refunds will be issued for special events or one-day programs, unless cancelled by the Parks and Recreation Department.
- No refunds will be given for amusement park tickets.

All refunds will be refunded in the form of an Account Credit, Check or your VISA/MC/Discover will be credited. Items must be refunded in the way they were paid, unless you are requesting an Account Credit. No cash refunds will be given. Check refunds will be issued according to the Township bill-paying schedule, which may take 4-6 weeks. If the refund is less than \$10, a credit will be posted to your account. Account Credits will remain on the customer's account for **one year** from the date of the credit posting.

CLASS REGISTRATION DEADLINES: To help serve our customers better, we have a class deadline policy. In order to confirm the status of a class/program/event, a deadline is listed with each class description.

Team/League Sports - After the regular registration deadline, absolutely no refunds or credits will be given for any youth or adult team sport.

Day Camps- After the registration deadline, absolutely no refunds or credits will be given. All patron requested transfers must be done prior to the registration deadline.

TRANSFERS: Transfers from one session to another are only authorized providing space is available in the new session and that the registration deadline has not passed. Once a participant is registered for a class their registration cannot be transferred to another registrant. All transfers will only be completed once a written request has been received and any differences in fees have been paid.

Medical Emergencies: Patron requested refunds due to medical emergencies may be refunded at a pro-rated rate, upon request in writing. Patron must produce doctor's note. No administrative fees will apply.

Facility Rentals - If the cancellation/transfer request by the applicant occurs more than fourteen days prior to the event: All transfers are subject to a \$10 administrative fee, pending the new date is available. All transfers must be done in person. In the case of a refund, the rental fee minus \$10 will be refunded along with the deposit. If rental fee has not been made, the \$10 fee will be deducted from the security deposit. If a cancellation by the applicant occurs less than fourteen days prior to the event: The entire rental fee is forfeited, and the deposit will be returned in full, regardless of the reason for the cancellation, including inclement weather. Regular policies regarding return of security deposit still apply.

Cancellations - Springfield Township Parks and Recreation reserves the right to cancel scheduled classes, programs, camps or special events due to the low registration and/or other conditions beyond our control.

Adopted August 14, 2018