



## Town Of Essex – Recreation Services Program Refund Or Credit Request Form

### Refund And Withdrawal Policies

You may withdraw from a program up to and including the 3<sup>rd</sup> day of the program in writing, by completing a Refund Request Form. All completed forms must be sent to the attention of the Manager – Recreation Services. Consideration for refund requests or program cancellations will be given as long as the request meets the criteria within the Program Transfer and Refund Policy outlined below. All Refund or Credit Request Forms will be processed according to the procedure outlined within the chart and a submission does not guarantee a refund. Please allow 4 to 6 weeks for refund processing. Withdrawal and/or refund requests will not be handled over the phone.

For purposes of refunds, "Day of Program" and "Date of Request" refers to the calendar day, beginning at 12:00 am. EST.

**Note:** This Policy does not apply to transfers/refunds for Specialty/Leadership/Weekend/Day Camp/1 Day programs. Please see the Specialty Program Transfer and Refund Policy

### Program Transfers

Transfers will be permitted if program space is available. You may transfer programs up to and including the 3<sup>rd</sup> day of the program.

### Program Transfer And Refund Policy

Situation	Details	Refund Information	Transfer Information
Prior to start of program	Written notification is received prior to the program start date	Receive a full refund	Receive a full Family Account credit towards an alternate program
Day 1 to Day 3 of program	Written notification is received on the 1st day of the program up to and including the 3rd day of the program	Receive a pro-rated refund minus an administrative fee of \$25.00 to a maximum of 40% of the course fee	Receive a pro-rated Family Account credit towards an alternate program
After the 3rd lesson	Written notification is received after the 3rd day of the program	No refund will be issued	Receive a pro-rated Family Account credit only if accompanied by a medical note
Program has ended	Written notice is received after the program has ended	No refund will be issued	No transfers will be allowed
Program is cancelled	A registrant cannot be accommodated due to insufficient enrolment or other reason	Receive a full refund	Transfers will be made wherever possible
Participant is removed from the program by Town staff	A participant is withdrawn by our staff due to program incompatibility	Receive a pro-rated refund	Receive a pro-rated Family Account credit