



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

### Refund and Withdrawal Policies

You may withdraw from a Specialty/Leadership/Weekend/Day Camp/1 Day program up to 10 business days prior to the program start date in writing, by completing a Refund Request Form. Consideration for refund requests or program cancellations will be given if the request meets the criteria within the Specialty Program Transfer and Refund Policy outlined below. All Refund or Credit Request Forms will be processed on the date received by the Facility Clerk – Refunds 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. Requests will not be handled by phone.

For purposes of refunds, the "Start of the Program" and "Date of Request" refers to the calendar day and **must be at least 24 hours prior to the start of the program.**

**Note** - Day Camp Field Trips and Hot Lunches are non-refundable once registration has closed.

### Program Transfers

Transfers will be permitted if program space is available. You may transfer programs up to and including 5 days before the start of the program. Administrative fees may apply.

### Specialty Program Transfer And Refund Policy

Situation	Details	Refund Information	Transfer Information
Up to 10 days prior to the start of the program	Written notification is received 10 business days or more prior to the program start date	Receive a full refund	Receive a full credit towards an alternate program
From 9 to 5 days prior to the start of the program	Written notification is received 9 to 5 business days or more prior to the program start date	Receive a refund minus an admin. fee of \$25 to a maximum of 40% of the course fee	Receive a full credit towards an alternate program
Less than 5 business days	Written notification is received less than 5 business days prior to the program start date	No refund will be issued	Receive a pro-rated credit minus an admin. fee of \$25 to a max. of 25% of the course fee
Day 1 of Program	Written notification is received on the day the program has begun up to completion of the program	No refund will be issued	Receive a pro-rated 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 enrollment or we cancel your program for other reasons	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 credit