POLICY #240

COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA

POLICY GOVERNING
REFUNDS

REFERENCE:

Previous Cottonwood Heights Service Area Refund Policy

PURPOSE:

The purpose of this policy is to clearly define the guidelines and procedures for issuing refunds.

SECTION I: DEFINITIONS

Cottonwood Heights Parks & Recreation Service Area – to be recognized as Service Area

Designated Manager or Manager on Duty– An employee of Cottonwood Heights Parks & Recreation Service Area responsible for overseeing the Service Area in the absence of the Executive Director and Assistant Director.

Manager – An employee of Cottonwood Heights Parks & Recreation Service Area responsible for overseeing a specific department within the Service Area; also recognized as Department Head.

Resale Product – Items ordered for resale to the public and employees.

Specialty Class – A class taught by a certified instructor in his/her area of expertise. e.g. Lifeguard Training, Water Safety Instructor, Starfish Institute, American Red Cross CPR and First Aid.

SECTION II: POLICY

1.0 Membership Refunds

1.1 A full membership refund may be given up to one week after purchase unless membership cards have been printed. In such case, a $20.00 service charge will be retained. Three-month memberships are not eligible for refunds.

1.2 A fifty percent (50%) refund may be given for membership purchases made one week to thirty days.

1.3 Membership refunds for purchases made over 30 days and up to 6 months require a written request and approval of the Customer Service Manager or designee. Refunds shall not exceed 50% of the remaining balance.
1.4 After 6 months, memberships are not eligible for refunds or credits.
1.5 Any applicable credit card processing fees are non-refundable.

2.0 Lesson, Class and Program Refunds

2.1 Swimming, Skating, Hockey, Pre-Comp and Tennis Lessons

2.1.1 Full refund or credit if class is cancelled 24 hours or more prior to the first class.
2.1.2 Cancellations less than 24 hours through the first class are eligible for a seventy-five percent (75%) refund.
2.1.3 Cancellations made after the first day of class but before the second day of class are eligible for a fifty (50%) refund.
2.1.4 Cancellations made on of after the second day of class are not eligible for refunds or credits.
2.1.5 Any applicable credit card processing fees are non-refundable.

2.2 Specialty Class (LGT, Swim Instructor Training, CPR/FA)

2.2.1 Specialty classes are fully refundable up until 24 hours prior to the class. If the participant fails the pre-screen they will be eligible for a full refund minus $10.00. Once the class has begun, no refunds will be issued. Refunds will not be issued if a participant fails a class.

2.2.2 Any applicable credit card processing fees are non-refundable.

2.3 Cottonwood Heights Aquatic Team (CHAT)

2.3.1 Voluntary withdrawal from the team does not constitute a justification for a refund.
2.3.2 Requests for a refund in special circumstances may be issued with the approval of the Aquatic Manager.
2.3.3 Any applicable credit card processing fees are non-refundable.

2.4 Water Polo Team

2.4.1 Full refund/credit if requested before first day of practice.
2.4.2 75% refund/credit if requested before the second week of practice.
2.4.3 No refunds/credits will be issued after the second week of practice has started.
2.4.4 Any applicable credit card processing fees are non-refundable.

2.5 5k's and Races

2.5.1 No Refunds will be issued once registered.
2.5.2 Transfers of registration to another participant may happen after registration and up to 1 week before event start date.
2.5.3 Any applicable credit card processing fees are non-refundable.

2.6 Aerobic Camps

2.6.1 Full Refund/Credit if requested prior to weigh-ins and measurements being taken at the Kick-Off meeting.
2.6.2 75% Refund/Credit if requested after Kick-Off meeting and prior to a complete week of the camp.
2.6.3 50% Refund/Credit if requested prior to completion of second full week of camp
2.6.4 No Refund/Credit will be issued after the second week of camp.
2.6.5 Any applicable credit card processing fees are non-refundable.

2.7 Flag Football, Junior Jazz, Soccer and other youth programs

2.7.1 Full Refund/Credit if requested seven days in advance of first game and no equipment or merchandise has been obtained by participant.

2.7.2 50% Refund/Credit after the first scheduled game has taken place or if any merchandise or equipment has been obtained by the participant.
2.7.3 NO Refund/Credit after two or more scheduled games have taken place.
2.7.4 Any applicable credit card processing fees are non-refundable.

2.8 Kids Rec Camp

2.8.1 Weekly Registrations
-$5.00 cancellation fee on all cancellation requests.
-Full refund (minus $5.00 cancellation fee) for any cancellation requests made 7 or more days in advance of camp start date.
-50% refund (minus $5.00 cancellation fee) for any cancellations made less than 7 days in advance, but more than 72 hours in advance of camp start date.
-No refunds/credits made less than 72 hours before camp start date.
2.8.2 Any applicable credit card processing fees are non-refundable.

2.9 Single-Day Recreation Programs

2.9.1 Full refund until 72 hours before the program start date and time.

2.9.2 50% refund with more than 24 hours' notice. No refunds available for less than 24 hours notice.

2.10 Pavilion Reservations

2.10.1 No refunds will be made on cancelled reservations.
2.10.2 Reservations may be changed to another available date.
2.10.3 Rain checks for inclement weather will only be issued within 72 hours of the date of the reservation and may be used for another available date.
2.10.4. Pavilion reservations include the pavilion only. No other park amenities are included or guaranteed.

2.11 Tennis Courts

2.11.1 A rain check will be issued for inclement weather within 24 hours of the cancellation.
2.11.2 A refund will be issued for a Service Area error in scheduling.

2.12 Tournaments - Pickleball, Tennis, Non-Aquatic Recreation

2.12.1 Full refunds if cancellation request is received 72 hours or more in advance of tournament start date and no equipment or merchandise has been obtained by participant.
2.12.2 50% refund if cancellation request is received 72 hours or less in advance and/or participant HAS received equipment or apparel related to registration in the tournament.
2.12.3 No refunds less than 72 hours before tournament start date.

2.13 Foundation Events

2.13.1 Foundation events are not eligible for a refund.

2.14 Activities requiring admission fees.

2.14.1 Requests for refunds for admissions may be approved by the designated manager.
2.14.2 No refunds for inclement weather or biological closures.

2.15 Resale Product

2.15.1 Requests for refunds of resale products require a receipt and the approval of the designated manager.
2.15.2 No refunds on personal items. e.g.swim goggles, swimsuits, or any used or opened item.

2.16 Freestyle and Stick and Puck Sessions

2.16.1 100% credit up until session start time.
2.16.2 No credits for cancellation requests after the start of the respective session.

2.17 Room Rentals

2.17.1 No refunds, credits or transfers will be issued within 72 hours of the reservation date.

SECTION III: PROCEDURE

1.0 Admission and resale refunds may be approved by the Department Head and refunded by the designated manager through a void on the cash register.

2.0 All other requests for refunds will be made through the Program Coordinators/Managers

2.1 Refunds must be requested with the proper Sportsman documentation and authorized signatures where applicable.

2.2 Refunds will be issued through Accounts Payable or Customer Service Manager.

3.0 Credits left on account after 3 years may be forfeited.

APPROVED AND PASSED THIS _____ DAY OF _____, 20__

COTTONWOOD HEIGHTS
PARKS AND RECREATION SERVICE AREA

By:_____

Ben Hill, Executive Director

BOARD OF TRUSTEES

By:_____

Patti Hansen, Chair