

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.
- 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 Service Area Executive Director or designee.
- 1.4 After 6 months, memberships are not eligible for refunds or credits.
- 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 day of lessons.
 - 2.1.2 Cancellations less than 24 hours through the first day of class receive a seventy-five percent (75%) refund.
 - 2.1.3 Cancellations on second day of class receive a sixty percent (60%) refund.
 - 2.1.4 Cancellations on third day of class and thereafter receive no refunds or credits.
 - 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.
 - 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.
 - 2.4 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 50% refund/credit if requested before the third week of practice
 - 2.4.4 No refunds/credits will be issued after the third week of practice has started

2.5 5k's, Races and Tournaments

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 72 hours before event start.

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 ("week" is Wednesday to Tuesday)

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.

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

2.7.1 Full Refund/Credit if requested prior to registration closing date.

2.7.2 50% Refund/Credit if requested after registration close and participant has played in no more than the first scheduled game.

2.7.3 NO Refund/Credit after two or more scheduled games have been played

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.

2.9 Pavilion Reservations

2.9.1 No refunds will be made on cancelled reservations.

2.9.2 Reservations may be changed to another available date.

2.9.3 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 Tennis Courts

2.10.1 A rain check will be issued for inclement weather within 24 hours of the cancellation.

- 2.10.2 A refund will be issued for a Service Area error in scheduling.
- 2.11 Activities requiring admission fees.
 - 2.11.1 Requests for refunds for admissions will be processed by the designated manager.
 - 2.11.2 No refunds for inclement weather or biological closures.
- 2.12 Resale Product
 - 2.12.1 Requests for refunds of resale products require a receipt and the approval of the designated manager.
 - 2.12.2 No refunds on personal items. e.g. swim goggles, swimsuits, etc.
- 2.13 Freestyle and Stick and Puck Sessions
 - 2.13.1 100% credit if more than 2 hours in advance of the session start
 - 2.13.2 50% credit if less than 2 hours in advance but before session start – must be emailed to preston@cottonwoodheights.com. CANNOT be done online.
 - 2.13.3 No credits for cancellation requests after the start of the respective session.
 - 2.13.4 Refunds will not be issued once registration is complete
- 2.14 Room Rentals
 - 2.14.1 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.


APPROVED AND PASSED THIS 22nd DAY OF MARCH, 2023

COTTONWOOD HEIGHTS
PARKS AND RECREATION SERVICE AREA

By: 

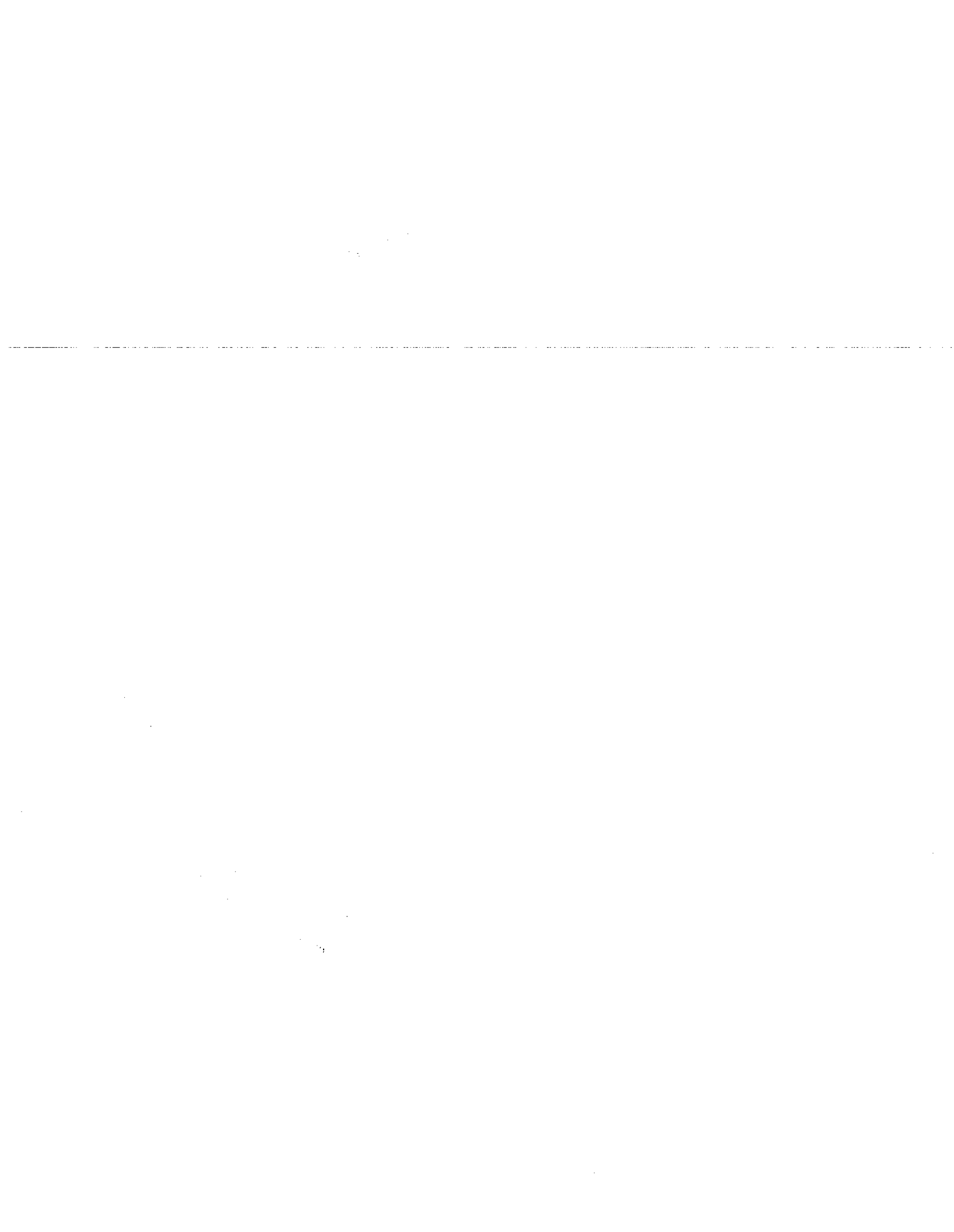
Ben Hill, Executive Director

BOARD OF TRUSTEES

By: 

Patti Hansen, Chair





RESOLUTION NO. 2023-8

A RESOLUTION ADOPTING CHANGES TO A POLICY OF THE COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA - POLICY 240-REFUNDS

WHEREAS, the Cottonwood Heights Parks and Recreation Service Area Board of Trustees has adopted Policy 240-Refunds;

WHEREAS, the Board of Trustees of the Cottonwood Heights Parks and Recreation Service Area adopts changes to Policy 240-Refunds;

NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF TRUSTEES OF THE COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA AS FOLLOWS:

1. **Adoption.** The Board of Trustees of the Cottonwood Heights Parks and Recreation Service Area adopts Policy 240-Refunds as stated;
2. **Severability.** If any section, part or provision of this Resolution is held invalid or unenforceable, such invalidly or unenforceability, shall not affect any other portion of this Resolution, and all sections, parts and provisions shall be severable.
3. **Effective Date.** This Resolution shall become effective immediately upon its passage

PASSED AND ADOPTED BY THE BOARD OF TRUSTEES OF THE COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA ON THIS 22nd DAY OF MARCH, 2023.

COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA



Handwritten signature of Patti Hansen in black ink.

Patti Hansen, Chair

Handwritten signature of Bart Hopkin in blue ink.

Bart Hopkin

Handwritten signature of Dan Morzelewski in black ink.

Dan Morzelewski

Handwritten signature of Lyse Durrant in blue ink.

Attest: Lyse Durrant

