

## **Cancellation and Refund Policies**

### **What happens if an individual class is cancelled?**

Every attempt will be made to reschedule a class that has been cancelled due to inclement weather, instructor absence or holiday. If a class cannot be rescheduled, we will issue a pro-rated credit if an individual class cannot be made up. We are not responsible for making up classes that are missed due to participant's inability to attend, and refunds/credits are not given for lack of attendance.

### **Can I drop out of a class and request a refund?**

Refund requests before a program begins will be processed immediately upon request and will take 3-5 business days if credit card payment or 1-2 weeks to receive reimbursement by check.

### **What happens if my child is sick?**

We follow the same procedures as the school system. We would appreciate that you keep your child home when they are feeling ill.

### **Cancelled by the Recreation Department – Full Refund and no processing fee**

**Participant cancels before start of class** - \$25 processing fee and must give a full week notice before start of class.

**Requests cancellation after class begins** –Refunds are not typically granted after a program has begun except for medical reasons with a note from a doctor. Instructor must give approval for refund (depending on if minimum ratio is compromised) and subject to \$25 and pro-rated refund.