



A department of MPS

PART-TIME RECREATION EMPLOYEE

Appendix J -
Refund Policy

MPS Recreation Refund Policies and Procedures

The Recreation Department aims to provide customers with complete program satisfaction. From time to time, scheduling changes, and special circumstances require individuals to cancel or change their planned activities.

In an effort to maximize space in each activity, the Department has established the following refund policies. If you have any questions, please contact our office at 475-8180. Thank you for your interest in our programs. We look forward to providing you with an enjoyable recreation experience.

Not all classes are eligible for refunds. Additionally, classes and activities costing less than \$10 are non-refundable. Please consult the class activity descriptions in the Recreation Guide for any exceptions to our refund policies.

If the Recreation Department cancels a class:

1. Full refunds are made for any class/activity cancelled by the MPS Recreation Department. A refund check will automatically be generated and mailed to all participants enrolled in a class that is cancelled by the Recreation Department. Refund checks will be mailed within 2-4 weeks of the class cancellation. Payments made by credit/debit card for cancelled classes will be credited back to the credit/debit card within 2-4 weeks. Refunds for class cancellations due to weather or other unforeseen circumstances are handled on a case by case basis and may include class credits, coupons, class extensions, etc.

If the customer cancels a class:

1. *Classes running 6 weeks or longer:* Partial refunds are given if your refund request is made **prior to the second class/activity meeting** (unless otherwise stated in the Activity Guide) whether the customer attends the class or not, and are subject to the following service fees:
 - a. \$5 service fee per class for adult classes, field trips, some aquatics, etc.
 - b. \$3 service fee per class for most children's classes.

Refund requests should be made by calling 475-8180 prior to the second class meeting. Refunds under \$5 will be credited to the customer's account.

Note: Classes running less than 6 weeks: Partial refunds are given if the refund request is made **at least 1 day prior to the start of the class/activity** (unless otherwise stated in the Activity Guide) and are subject to the service fees stated above.

Field trips will be refunded if requests are made two weeks prior to the trip and are subject to a \$5 service fee.

Class Transfers:

Transferring prior to the start of classes: If an individual wishes to transfer into a class that costs more than his/her original class, he/she must pay the difference in class fees prior to attending the new class. Payment can be made at the Recreation Center. If the class he/she is transferring into costs less than his/her original class he/she will receive a refund for the difference.

Transferring after the start of classes: No refunds will be given after class has started if the customer is transferring into a less expensive class. Customers will also be charged for any difference in fees when going from a less expensive to a more expensive class.