

POLICY TITLE: REFUND POLICY

POLICY NUMBER: 3080

The District recognizes that program registrants, facility renters, and other patrons involved in District programming may, in some circumstances, need to be refunded or offered credits. The District believes that providing guidelines to assist staff in determining how refunds and credits are issued, and provide guidelines for responding to requests.

3080.1 Recreation Programs (all)

1. All refund request must be made in writing by the individual who completed the original registration form.
2. Full refunds will be issued if the program is cancelled by the North Highlands Recreation and Park District.
3. Refund request made after the program has started will be considered on a “case by case” basis. As a general rule, a program refund request will not be granted after the program has started unless there are extenuating circumstances.
4. Refunds will not be given for full-team youth or adult sports programs, which include leagues, tournaments, or related activities.
5. Refunds will be determined using the information below. Refunds will only apply for program fees.
 - 7 calendar days or more prior to program = 100% refund of fees paid
 - 6 calendar days or less prior to program = 50% refund of fees paid **or** 75% credit
 - 3 calendar days or less prior to program = 0% refund of fees paid **and** 0% credit

3080.2 Facility Rentals

1. Kay F. Dahil Community Center and Recreation Center
 - 90 calendar days or more prior to the event = 100% refund of fees paid
 - 60 calendar days or more prior to event = 80% refund of fees paid
 - 30 calendar days or more prior to event = 50% refund of fees paid
 - 14 calendar days or less prior to event = 0% refund of fees paid
2. Picnic Site and Gym Rentals
 - 30 calendar days or more prior to event = 100% refund of fees paid
 - 15 calendar days or more prior to event = 70% refund of fees paid **or** 100% credit
 - 14 calendar days or less prior to event = 0% refund of fees paid **or** 50% credit
 - 7 calendar days or less prior to event = 0% refund of fees **and** 0% credit

3080.3 Refunds/Credits Issued

1. No refunds or credits will be issued after a program or rental ends – no exceptions
2. Credits for programs and rentals must be used within 6 months or they will be forfeited