



City of Merriam Parks and Recreation Refund/ Cancellation/ Transfer Policy

The City of Merriam Parks and Recreation Department prides itself in providing first class recreational opportunities to the citizens of Merriam. Although patrons have the desire to attend all sessions for programs for which they are registered, there may be circumstances that prevent them from completing the program. Recognizing the need to provide assistance with these situations, the following outlines how refunds will be addressed. All refunds are processed Monday – Friday 8am – 5pm. For purpose of point of notification, written requests that can be verified by date will be accepted during all hours of operation at the Irene B. French Community Center front desk. Refunds for transactions paid by credit card, regardless of the amount, will be credited to the account on the day the cancellation is approved. Transactions paid by cash or check will be reimbursed by check, unless less than \$10, please allow up to three weeks for payment. Refunds less than \$10 will be reimbursed through petty cash and will require the signature of the person eligible for the refund. Administration reserves the right to review and alter policy as needed. Notification of change will be provided in writing on the website and posted at the Irene B. French Community Center front desk of any modifications to the policy.

PROGRAM REFUND/TRANSFER POLICY:

- If a class is cancelled due to insufficient enrollment, a full refund will be issued.
- Refunds made prior to 72 hours will incur a \$10 processing charge, unless placed on household account.
- If the class has started, there is the option to transfer to another class no later than the second class date. Fees assessed for classes that have occurred will be deducted from point of notification. Credit remaining will be applied to new class and participant will be responsible for the balance due, if any.
- A participant may choose to withdraw from a class. From point of notification, participant will be charged for the classes that have occurred. At the discretion of the participant, the remaining balance can be placed on a "household account" or a refund processed. If choosing a refund, a \$10 processing fee will be deducted.
- During inclement weather, classes may be cancelled based on current weather conditions by Park staff, the weather hotline will be updated with cancellation information. Class make-up will be added to the end of the session. In the event that a make-up is not possible, a refund will be issued to the household account in the amount equal to the cost of one class.
- Instructors have the authority to cancel class for adverse weather on a class by class basis. If the instructor cancels the class, it is the responsibility of the instructor to notify students directly. Class make-up will be added to the end of the session. In the event that a make-up is not possible, a refund will be issued to the household account in the amount equal to the cost of one class.

MEMBERSHIP REFUND/TRANSFER POLICY:

- The total fee charged for each membership is calculated based on the average number of weeks the membership is valid. Using a formula to calculate the number of weeks that have lapsed at point of notification for refund, the refund will be for the balance of weeks remaining in the valid pass. At the discretion of the participant, the entire balance can be

placed on a “household account” or a refund processed. If choosing a refund, a \$10 processing fee will be deducted.

- Upgrading or changing membership types will follow a similar process. In the event a membership is upgraded, the patron will be responsible for the balance due. In the event that the membership is downgraded, it will be at the discretion of the participant, that the balance be placed on a “household account” or a refund processed. If choosing a refund, a \$10 processing fee will be deducted.

ROOM RENTAL REFUNDS:

- The permit holder must request cancellation of event in writing. If the request is received at least 31 days prior to rental date the damage deposit and rental fee, less a \$10 processing fee will be returned.
- The permit holder must request cancellation of event, in writing. If the request is received within 30 days prior to the rental date the damage deposit will be returned in its entirety, no refund on any rental fees paid.
- The facility may be closed by Park staff for inclement weather. If this occurs, the rental will be canceled and the renter issued a full refund.
- A renter may request to reschedule an event during inclement winter weather. The new date will be determined on availability of space originally rented at no additional cost. In the event a date cannot be mutually decided upon, the rental fee will be placed on a household credit for future use.

SHELTER RENTAL REFUNDS:

- If the permit holder requests cancellation of event, in writing, at least 31 days prior to the rental, a refund will be processed for the rental fee less a \$10 processing fee.
- If the permit holder requests cancellation of event, in writing, within 30 days of the rental, the permit holder forfeits all rental fees.

HOUSEHOLD ACCOUNT BALANCE REFUNDS:

- In February of each year, households that have an account balance will have the credit balance refunded to the head of household. For balances greater than \$10, a check will be issued through the City’s Finance Department. For balances less than \$10, the refund will be paid through petty cash and require the signature of the head of household.