



Meridian Parks and Recreation Department ADMINISTRATIVE POLICY

SUBJECT: REGISTRATION AND REFUND POLICY FOR RECREATION PROGRAMS

PURPOSE: To clarify policies for registering for a program organized or led by the Meridian Parks and Recreation Department and for obtaining a refund for all or part of a fee paid to participate in a program organized or led by the Meridian Parks and Recreation Department.

POLICY: **A. Activity Cancellation**

1. Activities that do not meet minimum enrollment as established by the instructor, two business days prior to activity start date will be canceled.

B. Refund of Activity Fees

1. Fees paid for canceled activities will be refunded in full, with no service charge.
2. Online registration is subject to a non-refundable convenience fee.
3. All refunds are subject to a \$5.00 service fee.
4. Refunds will not be given if the fee paid is less than \$5.00.
5. An activity registrant withdrawing from a program for any reason may request a refund in the following amount:
 - a. If withdrawing more than two days before the activity start date, the registrant may request a refund of the registration fee, less a \$5.00 service fee.
 - b. If withdrawing from activity within two business days of the activity start date or any time after the activity has begun, no portion of the fee will be refunded, except in the case of an unforeseeable emergency. In such cases, upon verification, the Recreation Coordinator may authorize a refund of the registration fee, less a prorated portion of the program sessions that have occurred and the \$5.00 service fee.
6. If registering for an activity after its initial start date, registrant must pay in full the entire registration fee; late registrants shall not be entitled to a prorated fee.
7. If registrant has knowledge he or she will be missing portions of the activity prior to registration, registrant must pay in full the entire registration fee; registrants shall not be entitled to a prorated fee.
8. If, due to instructor illness or weather, a class is cancelled and not rescheduled, registrants may request a refund of a prorated portion of the registration fee. If a cancelled class is rescheduled, registrant will not be entitled to any refund, even if he or she is unable to attend the rescheduled class.

C. Discount:

1. Meridian Parks and Recreation will allow activity instructors to employ activity fee discounts, such as multi-participant discounts, on a case by case basis. Such discounts must be available to all participants and will be clearly stated in the activity's description in the Meridian Parks and Recreation Activity Guide. Meridian Parks and Recreation reserves the right to manage or disallow certain discounts.

2. No discounts will be available for Adult Sports programs.

AUTHORITY:

Employees of the Meridian Parks & Recreation Department shall be authorized to require compliance with any and all terms of this policy.