



Aquatic and Dryland Programs Refund Policy

BACKGROUND:

This refund policy applies to dryland and aquatic programs operated by the Department of Community Services (Town-operated) and operated by program providers under contract with the Department of Community Services (Town-contracted). If an exception to this policy applies, it will be indicated at the time of registration.

PROCEDURE:

1. If a program is cancelled by Community Services, a full or partial refund will apply depending on number of classes attended.
2. Program fees for Town-operated and Town-contracted program, both dry-land and aquatic are refundable up to two weeks (14 days) prior to a program's start date. A full refund, less the \$20.00 administration fee will apply.
3. No refunds will be issued within two weeks (14 days) of a program start date except for a valid medical reason with a doctor's note, or if a vacancy can be filled through the waiting list.
4. For program withdrawal due to medical reasons, the participant will be refunded for number of classes remaining, less the \$20 administration fee.
5. If a refund credit is left on account for future use, the administration fee is not charged.

REVISED DATE:

September 4, 2018