



## Montgomery Township - Recreation Refund Policy (Revised May 24, 2010)

The following is Montgomery Township's policy on refunds for recreational activities and programs. Please read thoroughly before registering for a program. A registrant's written request will initiate the refund process. Please allow 3-4 weeks for a refund check to be processed. No cash refunds will be issued.

### General Refund Policy

- Registrants will receive a full refund if, for any reason, the program is cancelled by Montgomery Township.
- Registrants withdrawing one week *prior to* the start of a program will receive a full refund, less a \$10 processing fee.
- After the start of a program, a pro-rated credit may apply, however, refunds will not be given, except for certified medical reasons; see **Pro-rated Credit** and **Exception** below.
- If a registrant's withdrawal results in the class not meeting the minimum number of participants, a refund or pro-rated credit will not be issued to that registrant.
- Refunds or pro-rated credits will not be given for seasonal discount tickets (theme parks, ski tickets, etc.).

### Pro-Rated Credit

- Registrants withdrawing less than one week prior to the start of a program or after attendance to the first class will be issued a pro-rated credit toward a future program. No processing fee will be charged for credits.

### Exception – Medical Reasons

- Credit or refund requests submitted after the second class attendance and beyond are not issued, unless written documentation of a medical reason related to the registrant only, is received. The refund request must be accompanied by a physician's note certifying the absence.

### Kids University Program Refund Policy

A **full refund** will be issued for any cancellation requests received up to two weeks prior to the first day of the eight-week camp program, minus a \$10 processing fee.

Cancellation requests received within the two-week period prior to the first day of the eight-week camp program and up to the start of camp will be issued a **50% refund**.

**No refunds** will be given after the start of camp.

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Montgomery Township reserves the right to render all final decisions regarding any credit or refund requests.