
TITLE: Refund Policy**EFFECTIVE DATE:****REFERENCE NUMBER: AD008****CAPRA STANDARD(S):****NEXT REVIEW DATE:****RESPONSIBLE AUTHORITY: Director****PAGES: 3**

Purpose

To communicate a fair and equitable credit and refund policy for all fee-based classes, programs, and leagues and facility reservations. And, to effectively manage customer accounts and general fund budgets in a fiscally responsible and timely manner.

Policy

I. Program Registrations

1. Cancellation by NB Parks and Recreation Department (NB PARD)

There may be occasions when cancellations are made by NB PARD for facility reservations or programs due to the failure of a class or program to meet a minimum participation requirement, an instructor vacancy, facility conflict or safety issue, or other unforeseen event.

In the case that NB PARD cancels a facility reservation, program, class, or league, in its entirety, registered participants will receive a 100% refund or account credit, at the discretion of the participant.

2. General Participant Withdrawal

A participant wishing to withdraw from a class, program or league that has not been canceled by NB PARD must request to be withdrawn at least five working days before the scheduled start of a class, program or league's first practice. The participant will receive, at the discretion of the participant, either a 100% account credit or a refund. Exception: Adult sports team registration fees are not refundable unless the league is cancelled by NB PARD.

3. Medical/Hardship Withdrawal

A participant may request a withdrawal due to an unforeseen medical or hardship condition within five working days prior to the class, program, or league or during the course of the activity. The request must be made in writing or via email. The participant may be considered to receive a full or prorated refund or account credit based on a case by case review.

4. Satisfaction Guarantee

NB PARD continually strives to provide quality programs and offers a Satisfaction Guarantee. In the event that the participant is not satisfied with a class or program, the participant may either repeat the program at no cost, or receive a 100% refund or account credit, at the discretion of the participant.

Requests stating the reason must be made in writing or via email within 5 days of the completion of the class or program. NB PARD reserves the right to limit use of this Guarantee by an individual or group on a case-by-case basis after thorough review of circumstances and/or history.

5. Special Circumstances

Special circumstances related to withdrawal requests not specifically covered within this policy will be determined at the discretion of the NB PARD Director or designee.

6. Account Credit Option

When a program participant or reservation holder opts for an account credit, rather than a refund. The account credit is valid for one year. At the one-year anniversary of the purchase amount being applied as an account credit, the customer will be contacted by email to confirm that they would like to receive their refund or if they would like to donate all or a portion of their credit to the Scholarship Fund. If a response is not received within thirty days, the funds will be transferred to the NB PARD Department Scholarship Fund without further contact from the City of New Braunfels.

II. Facility Reservations

1. Inclement Weather (Rain Outs)

Inclement weather rain outs will be determined by NB PARD staff. Reservation holders may reschedule based on availability and within 90 days from the original reservation date. Customers must notify the Parks Administration Office (830) 221-4350 within the first three working days of the rain out date.

2. Cancellations by Customer

- A. Full Refund: If cancellation is received two weeks or more prior to the reservation date, customer will be issued a full refund or account credit.
- B. Half Refund: Peak season is defined as March – September. During peak season, if cancellation is received less than two weeks prior to the reservation date, customer will be issued a 50% refund or account credit. Outside of peak season, customer will be issued a full refund.
- C. No Refund: If customer fails to show up or no cancellation notice is received prior to the date of the reservation, no refund will be issued.

3. Special Circumstances

Special circumstances related to cancellation requests not specifically covered within this policy will be determined at the discretion of the NB PARD Director or designee.