




Department Policy & Procedure

Subject: Refund Policy (for community centers, swimming pools, small craft centers and other recreational providers)	Number 060-P 7.16
	Effective 1/9/2013
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Approved: 	Department: Parks and Recreation & The Associated Recreation Council
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SUMMARY

For community centers, swimming pools, small craft centers, outdoor spaces, sports fields and other recreation providers, it is the policy of Seattle Parks and Recreation and the Associated Recreation Council that:

- *A full refund will be issued for any program, activity, or reservation that is cancelled for any reason by the Department or the Associated Recreation Council.*
- *Any person who registers for a PROGRAM and who requests a refund before the second class session may receive a prorated refund minus a service charge.*
- *Any person who registers for an ACTIVITY and who requests a refund 14 days or more before its start, may receive a refund minus a service charge.*
- *Any person who schedules a STANDARD RENTAL of a recreation facility and who cancels at least 15 days in advance is entitled to a partial refund.*
- *Any person who schedules a rental of a SPECIAL AMENITY FACILITY and who cancels at least 90 days in advance is entitled to a partial refund.*
- *Any person who reserves a SPORTS FIELD must provide 14 days advance notice of cancellation to be entitled to a full refund.*
- *ADULT SPORTS LEAGUES may receive a partial refund if the cancellation notice is received prior to the league starting and if a replacement team is found.*

Portions of this summary will be included in printed materials where applicable with reference to encourage customers to read the entire policy for specific information. This policy is Appendix D to the adopted Fees and Charges Ordinance for Seattle Parks and Recreation.

1.0 DEFINITIONS:

“Activity” is the term applied to a day camp, school-age or preschool care, trip, overnight camp or special event operated by Seattle Parks and Recreation or Associated Recreation Council or other authorized providers.

“Booking Fee” is an established fee found in the adopted Fees and Charges Ordinance for Seattle Parks and Recreation as a requirement when requesting a facility rental.

“ARC” is the Associated Recreation Council operating programs at Seattle Parks and Recreation facilities under a Master Use Agreement with the City of Seattle.

“Cancellation” is a case in which the Department does not operate a program as originally planned and/or scheduled and results in a refund to the customer without a service charge applied.

“Damage Deposit” is an established fee found in the adopted Fees and Charges Ordinance for Seattle Parks and Recreation usually required as a deposit for facility rentals.

“Fees and Charges” are City fees adopted by City Council as a City of Seattle Ordinance establishing fees and charges for Seattle Parks and Recreation.

“Program” is the term for a series of classes which may include swimming instruction, youth sports, ARC recreation classes or other similar recreation class series.

“Refund” is the direct payment of money or a credit to a customer account. If payment was made by cash or check, a refund will be processed through the Accounting office and may take approximately three weeks. If payment is made through credit card, the refund will be processed within 48 hours of the request.

“Transfer” is the process of withdrawing from one program and enrolling in a different program.

2.0 PROGRAM

2.1 CANCELLATION: It is the policy of Seattle Parks and Recreation and Associated Recreation Council to make a full refund to participants who register for a program Parks or an Advisory Council cancels for any reason.

2.2 CANCELLATION OF ONE SESSION: In the event of an unplanned cancellation of a single session of a program, that class will be rescheduled whenever possible. If it cannot be rescheduled, the participant will receive a refund.

2.3 DROPPING A PROGRAM BEFORE SECOND SESSION: A participant may be issued a refund if he/she withdraws from a program, and notifies the program coordinator, prior to the second class session. The facility will retain the pro-rated class fee plus a service charge of \$5.00 or 10% of the fee, whichever is greater.

2.4 DROPPING A PROGRAM AFTER SECOND SESSION: If a participant withdraws from a program after the second session of a series, no refund will be given.

3.0 ACTIVITY:

3.1 BEFORE, AFTERSCHOOL, AND PRESCHOOL CHILD CARE PROGRAMS: A participant may be issued a refund, less the deposit amount for the activity, if he/she withdraws from a before and/or after school, or preschool child care program if he/she notifies the program coordinator at least fourteen (14) days prior to the beginning date of the program. No refunds will be made for requests received less than fourteen (14) days prior to the beginning of the program. For School Aged Care and preschool program days canceled by the Department due to weather related circumstances, NO credit/refund will be issued for the first two canceled days over the course of the school year. A credit will be issued for the 3rd or additional canceled days.

3.2 DAY CAMPS, OVERNIGHT CAMPS, TRIPS AND EVENTS REFUND: A participant may be issued a refund, less the deposit amount, if he/she withdraws from a youth or teen day camp, an overnight camp, trip or event, and notifies the program coordinator at least fourteen (14) days prior to the beginning date of the camp. No refunds will be made for requests received within fourteen (14) days prior to the beginning of the camp. No refunds will be made for food, supplies, or materials fees.

4.0 STANDARD RENTAL

4.1 FACILITY RENTALS – Standard Recreation Facility Rental to include Community Centers, Pools, Environmental Learning Centers

4.2 A renter may be issued a refund for a cancelled rental, minus the application booking fee and a cancellation service charge using the following timetable:

31+ days notice of cancellation:	Booking Fee, plus \$50 fee is retained by Dept
15 - 30 days notice of cancellation:	Booking Fee, plus 50% of the rental fee. Damage deposit is refunded.
14 days or less notice of cancellation:	No refund given

5.0 SPECIAL AMENITY FACILITIES

5.1 FACILITY RENTALS – Special Amenity Facilities include Alki Bathhouse, Golden Gardens Bathhouse, Mount Baker Rowing and Sailing Center, Dakota Place Park Building, Pritchard Bathhouse, Ward Springs Pumphouse, Cal Anderson Shelterhouse and other identified facilities.

5.2 A renter may be issued a refund for a cancelled rental, minus the application booking fee and a cancellation service charge using the following timetable:

181+ days notice of cancellation:	Booking Fee, plus \$50 fee is retained by Dept
180-91 days notice of cancellation:	Booking Fee, plus Damage Deposit is retained by Dept
90 days or less notice of cancellation:	No refund given

6.0 SPORTS FIELDS:

6.1 Field cancellations must be made at least 14 days in advance of usage to get a full refund or credit.

6.2 If the Department closes a field for any reason, or if lights do not operate as expected, or if there is a conflict in the scheduled use of a field, a full refund or credit for the missed use will be provided.

7.0 ADULT SPORTS LEAGUES

If a team drops from league play after the deposit is paid and before the final payment is due, a refund will be issued only if a team is found to take the place of the team that wishes to drop from league play. Parks will retain a service charge of the greater of the deposit or 10% of the league fee. No refunds will be issued after the final payment is made and/or final schedules are drawn.

8.0 MERCHANDISE AND FOOD:

We are unable to issue refunds for clothing, personal items, supplies or food items, unless there is a product defect. Exchanges may be made for defective products.

9.0 EXCEPTIONS: No refund is available for some designated programs, activities or services, which may include deposits for registration, regattas, rentals, outdoor events, ceremonies or picnics. Information on any specific exception is available from Parks and Recreation staff prior to payment or purchase.