

REFUNDS FOR RECREATION PROGRAMS

A recreation program is defined as a program in which park district personnel teach activities or skills over a period of two or more class meetings. Sports leagues, camps, preschool, After School Club, trips, special events, Sarah Hall Theatre classes, season passes, and one-day classes and workshops are considered special refund categories.

- A refund may be obtained seven business days prior to the first day of a program. A 10% service charge (\$10 minimum) will be deducted from the amount paid for the program. If the refund is requested less than seven business days prior to the class start date it can only be credited to the household account less the 10% service charge (\$10 minimum).
- Refunds requested on or after the program start date will not be honored.
- Refunds will not be issued for one day programs, workshops, special events, school's out trips or theater tickets.
- If a program is rescheduled, relocated, or changed by the park district, a full refund will be issued if requested by the participant.
- Refunds will be issued if a program is canceled or closed by the park district.

Please allow up to 10 business days for refunds to be processed. When possible, refund payments will match the original payment method. Refunds for payments by cash or check will be by a check mailed to the person who paid the original balance due. Refunds for credit card payments will be made directly back to the credit card account if possible; otherwise, a check will be mailed to the cardholder.