

Refund Policy

A \$5.00 cancellation fee per person, per activity, will be charged for all refunds processed for activities, programs, leagues and wellness classes.

Programs-Activities-Wellness Classes-Camps-Private Parties

Five full business days' notice must be given in order to receive a full refund.

Teams/Leagues

No refunds will be granted to participants once league registration has closed.

Races

No refunds will be granted to individuals once registered for a race.

Injuries

If an unforeseen physical disability occurs, limiting participants' ability to engage in a registered activity, the Parks and Recreation Supervisors will work with the patron to assess the situation, and identify appropriate action. A Physician's note is required for any refund request due to injury/illness.

Inclement Weather

Applicable to **Melvin Ford Aquatic Center Pool** and **Lawrence Plaza Ice Rink Private Parties**: Private event renters must give five full business days' notice before the reserved date in order to receive a full refund for a cancelled party. Any cancellations after that will not receive a refund.

In the event that a rental reservation has to be cancelled due to inclement weather, a full refund will be given to the renting party. Inclement weather will be determined by the Parks and Recreation Department.

Melvin Ford Aquatic Center: No admission refunds will be granted to patrons who have already entered the facility.