



CLASS WITHDRAWAL/TRANSFER REFUND REQUEST FORM

PARKS AND RECREATION SERVICES

REQUESTING:

Withdrawal (*credit account*) Transfer Refund Request Date: _____

| | | | |
|---------------------------|-------------|--------|------|
| MAIN CONTACT NAME: | | | |
| Address: | City: | State: | Zip: |
| E-Mail Address: | Phone #(s): | | |

CLASS INFORMATION: Please fill out the section below with the class you are requesting a withdrawal/transfer refund for.

| | | |
|--------------------------|----------|-----------------------------|
| PARTICIPANT NAME: | | |
| Class Title: | Barcode: | |
| Class Day: | Time: | Number of Classes Attended: |

Withdrawal/Transfer/Refund Reason:

- More than 5 days ahead, no reason required
- Less than 5 days, medical (Physician statement attached)
- Other. Reason: _____

| For Transfers | Class Name | Barcode | Date | Time | Fee |
|---------------|------------|---------|------|------|-----|
| Transfer FROM | | | | | |
| Transfer TO | | | | | |

POLICIES AND PROCEDURES: Registration may be cancelled up to 5 days prior to class for a refund minus a processing fee of up to \$20. Requests less than 5 days prior to the start of class are subject to approval. For detailed information, review the *Class Cancellation, Refund & Transfer Policy*.

I have read and understand the *Class Cancellation, Refund & Transfer Policy*.

Signature: _____ Date: _____

| | |
|--|--|
| OFFICE USE ONLY: | |
| <input type="checkbox"/> No action needed | |
| <input type="checkbox"/> Approved <input type="checkbox"/> Denied By: _____ | Charge Fee: <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Refund Issue Date: _____ | Amount: _____ Completed By: _____ |



CLASS CANCELLATION, REFUND AND TRANSFER POLICY

PARKS AND RECREATION SERVICES

REFUND REQUESTS

Registration may be cancelled up to 5 days prior to the scheduled class for a refund minus a processing fee of up to \$20 depending on the method of payment; \$5 processing fee for credit card payment and \$20 processing fee if you pay by check.

Requests less than 5 days prior to the start of the class are subject to approval by the Recreation Coordinator and/or Instructor.

TRANSFER POLICY

Transfers may be processed with no fee up to 5 days prior to the scheduled course start date. Requests less than 5 days prior to the course start date will need approval by the Recreation Coordinator and/or Instructor.

If a transfer is made to a class/program with a difference in fees, then either payment is due immediately at the time of the transfer, or a credit may be placed on the account to use towards future registrations.

A Withdraw/Transfer/Refund Request form will need to be completed and submitted to the Parks and Recreation Department. This form can be found on the City's website.

PRORATE REQUESTS

*A prorated registration fee may be applied when a participant is joining/registering for a program after the start date or mid-session. The prorated amount to be charged is the fee for the remaining number of classes plus an additional per-class fee for registering late.

Prorates may not be applied for participants with personal schedule conflicts or to those that have been attending all classes but did not register prior to the first day of class.

**Not all classes/programs may apply.*

CANCELLED CLASSES AND PROGRAMS

Classes and activities are subject to cancellation and a full refund issued upon request. This also applies to classes that may have been cut short for various reasons. If participants do not specifically request a refund their fees paid will remain as credit on their account for future registrations or until a refund is requested.

Summer Camps with low enrollment will be **cancelled two weeks** prior to the first day of camp.

CONTACT INFORMATION

Orinda Parks and Recreation
28 Orinda Way | Orinda | CA 94563
orindaparksrec@cityoforinda.org | (925) 254-2445
Monday – Friday: 8:30 a.m. to 5:00 p.m.