

Town of Stowe

Selectboard Policy

Parks & Recreation Program Refunds

Section 1 Purpose:

To ensure consistency in administering refunds.

Section 2 Refunds:

- a.) Cancellations Prior to the Start of Class: Registrants can receive a full refund if they notify the Parks & Recreation Department prior to the start of class.
- b.) Cancellations Prior to the Second Session (Class): Registrants can receive a full refund if they notify the Parks & Recreation Department prior to the to the second session (class), if a participant is dissatisfied with a program and the registrant provides a written refund request to the Stowe Parks and Recreation Department with an explaining of the reason for their dissatisfaction.
- c.) Cancellations for Medical Reasons: Registrants can receive a pro-rated refund if they notify the Parks & Recreation Department in writing and provide a written note from a medical provider verifying an extended illness.

Section 3 No Refunds:

No refunds will be provided in part or whole for trips, special events, ticketed events, or passes. Refunds will be issued for programs canceled by the Stowe Parks and Recreation Department.

Section 4 Cancellation Fee:

An administration fee of \$10.00 will be charged for all processed refunds and all refunds will be prorated with the exception of programs cancelled by the Parks and Recreation Department.

Draft 3/24/14