

# Frankfort Park District Refund Policy

- Refunds of 100% will be made, less a \$10.00 service charge, if notified at least 2 working days prior to the start of the program or if a doctor's note is provided for an injury or illness. Refund checks take up to two weeks to be processed. **\*\*No refunds are given for Trips, One-Day Programs, or Special Events.**
- All refunds of less than \$20 will be applied as a credit to the customer's account.
- A 50% refund will be given if notified prior to the second-course meeting for reasons other than a doctor-verified illness or injury. The doctor's note and a completed refund form must be submitted to us within a week of the doctor's visit and also within the program session dates.
- **Leagues:** All League deposits for Adult Leagues are non-refundable. There are NO refunds on Leagues (both Youth & Adult) after the registration deadline.
- **Day Camp:** There are no refunds for Day Camp after the registration deadline, which is 2 weeks prior to the start of each session. If you withdraw your child before the registration deadline, there is a \$25 fee per child, per session.
- Full refunds are granted without penalty for a refund that is initiated by the Park District (i.e. low enrollment/canceled class)

Funds will be issued to the individual who paid for the program. When possible, fees will be returned in the payment method utilized for purchase. Funds returned by check are issued once per month and mailed. All refunds of less than \$20 will be applied as a credit to the customer's account.

Date Requested: \_\_\_\_\_

Participant Name(s): \_\_\_\_\_

Program Name: \_\_\_\_\_

Program Start Date: \_\_\_\_\_

Reason for Refund\*: \_\_\_\_\_

\_\_\_\_\_

Name and address to appear on refund check (optional):

\_\_\_\_\_

\_\_\_\_\_

**Signature** \_\_\_\_\_

\*Refunds due to illness or injury must be accompanied by a doctor's note within 1 week of the doctor's visit.

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## EMPLOYEE USE ONLY

Amount of Refund: \_\_\_\_\_

Signature of Approval \_\_\_\_\_ Date \_\_\_\_\_