

**City of Roseville - Parks, Recreation & Libraries Department
Department Policies & Procedures**

APPROVED:

Number: 4.1.7



Effective Date: January 2, 2018

Dion Louthan, Director

Subject: Recreation Program & Event Refund Policy

Purpose

To provide employees program & event refund guidelines to ensure consistent execution.

Policy

Full refunds will be given to cancellation requests received five (5) business days prior to the first class, unless otherwise noted in the program description. Failure to attend a program, “no shows”, or requests made after the program has ended will not be granted a refund. Refund requests for medical reasons shall be accompanied by a physician’s note. There are no pro-rated fees or refunds for missed days.

Requests for refunds can be submitted via phone, email, walk-in or mail.

Refunds by check are typically processed within 4 weeks of the request. Refunds by credit card are typically processed within 3-5 days.

Trips & Excursions – No refunds will be given unless the space can be filled with another registration.

Tickets – No refunds will be given to ticketed events.

Event Vendors – Vendor space may receive a refund, within 14 calendar days prior to the event.

Document Reference

Refund Request form