



## Refund Policy

Refunds and transfers are granted for cancellations received 72 hours prior to the first class, unless otherwise noted in the program description. Failure to attend a class does not constitute grounds for a refund. If you are not satisfied with a program, contact the supervisor.

Refunds issued in the form of a check may take up to 2 to 3 business weeks to process. Refunds issued back to a credit card may take up to 7 business days to process.

The Parks and Recreation Department will declare a refund on a customer account as an unclaimed credit when the refund has not been used or claimed within one year of the refund issue date. Unclaimed credits will be transferred to the Cosumnes Recreation Opportunity Fund.

### **REMEMBER TO**

Mark your calendars. Please note the activity times, dates and locations for courses and events.

### **RECEIPTS**

In an effort to keep the cost of classes down, staff will provide you with a receipt via email.

### **SUPPLY FEES**

Mandatory supply fees are collected during registration, optional supply fees are payable to the instructor on the first day of class.

### **WAIT LIST**

Anyone can wait list for an individual class. Wait lists are not rolled. It is the responsibility of the parent to place their child(ren) on the appropriate list(s). If a client withdraws from a class, the first person on the wait list is called and has 24 hours to accept or decline.