
Refund Policy – Recreation Programs

Purpose: The purpose of this policy is to define the process and requirements for providing refunds of classes and activities including sports leagues. There is a separate refund policy for park reservations and facility reservations.

Key Points:

- A full refund can be provided at least five business days before the start of a class/activity
- No refund will be given with less than five days to activity start date.

Summary: The Department offers a variety of recreational programs for all ages and abilities. Although many programs are supported by tax subsidies and other City resources, program sustainability may also require fees to be paid from participants. The Department follows established best practices, market trends, and the cost recovery model to determine appropriate fees. Class non-participation and refunds can affect other community members signed up for an activity, paid class instructors, performance metrics, cost recovery goals, Department revenues, and the ability to offer similar activities in the future.

A. CANCELLATIONS/REFUNDS

- I. In order to maintain minimum class size and class schedule stability, the Department requires refunds in conjunction with class or activity cancellations to be requested at least five business days prior to the activity start date. Business days are Monday through Friday and exclude City holidays. As an example, a class beginning on a Monday would require a cancellation and refund request to be made no later than the previous Monday by close of business at 5 pm.
- II. Cancellation and refund requests can be made via the Parks and Recreation e-mail address LPRD@lawrenceks.org or to the Administrative Office phone line at (785) 832-3450. A phone or e-mail request can also be made to the staff programmer responsible for the activity.
- III. Refunds will be provided in the same method payment was made, with the exception of cash (no cash refunds). A credit on the RecTrac household account is an additional option.
- IV. To any registrant without reason, so long as the request is made at least five working days prior to the first day of the program. All refunds (or transfers) initiated by the participant are subject to a 5% cancellation charge. Please allow up to 30 days for the city to process refunds.

B. TRANSFERS

- I. If the transfer from one class or activity to another can be accomplished so it does not impact the minimum or maximum number of program participants for either activity, such a transfer should be requested at least five business days in advance due the

necessary approvals from both programs. Requests to transfer to programs that are already at capacity will be denied.

- II. Any additional cost of the new program must be paid at the time of the transfer to the new class
- III. If the cost of the new class is less than what was paid for the initial class/activity, the difference will be refunded.

C. CLASSES CANCELLED DUE TO LOW PARTICIPATION

- I. Classes cancelled by the Parks and Recreation Department due to low participation will be eligible for a full refund
- II. Any payments made by the City of Lawrence Human Resources Department as part of the BeHealthy program will be refunded to the Human Resources Department (not the City employee)

D. CLASSES CANCELLED DUE TO WEATHER

- I. Up to two classes per session may be cancelled, without a makeup session, due to severe weather. Refunds or credits will not be issued.

E. CLASS CHANGES DUE TO CUSTOMER SERVICE NEEDS

- I. If a participant takes a class and is unsatisfied with the results of the class after the first or second session, they may receive a pro-rated refund for remaining classes if the withdrawal will not impact minimum participation requirements
- II. If the participant is no longer able to participate in future classes due to serious illness or medical reasons, moving out of Douglas County, or safety considerations they may receive a pro-rated refund for remaining classes if the withdrawal will not impact minimum participation requirements
- III. Class withdrawals and refunds require approval from the programmer and/or a supervisor
- IV. Any payments made by the City of Lawrence Human Resources Department as part of the BeHealthy program will be refunded to the Human Resources Department (not the City employee)

F. ITEMS NOT ELIGIBLE FOR REFUNDS

- I. Pre-purchased items such as jerseys, tickets, and the dance processing fee are non-refundable

G. REFUNDS FOR CREDITS ON INDIVIDUAL

- I. Credits of \$5.00 or less will not be refunded after being left on the account for one year from the date of the credit. It will be donated to the scholarship fund.
- II. Credits of \$5.00 or more if not used will be refunded one year from the date of the credit. Processing can take up to two months.
- III. No credits can remain on the account for longer than one year.