

## Program Refunds / Cancellations

- **Department Cancels Program** : Full refund will be issued. Refunds are mailed within 2-3 weeks
- **Participant Cancels Program 2 Business Days Before Program Begins** : Refund less \$5 service charge unless it is for a medical reason, in which case a full refund will be issued. Doctor's excuse may be required. Refunds are mailed within 2-3 weeks.
- **Participant Cancels with Less Than 2 Business Days Before Program Begins** : No Refund. If there is a medical reason, a pro-rated refund will be given. Doctor's excuse may be required.
- **Participants Wishes to Change Class, Day/Time** : If there are openings in another class day/time of the same program, changes can be made with a \$5.00 transfer fee which will need to be paid before the transfer can be made.
- **Memberships** : Memberships are non-refundable.