



Subject:

Refund/Transfer Policy

Section: 3.02

Page: 1 of 2

PURPOSE

Due to the fact that programs/leagues get cancelled, instructors can change when necessary, and other circumstances may arise, the City of Pearland Parks and Recreation Department has developed a Refund/Transfer Policy.

DISCUSSION

This policy does not pertain to day camps or memberships.

Classes/Youth Sports:

1. Pearland Parks & Recreation reserves the right to cancel, postpone, combine classes/leagues or change instructors when necessary. When the Department cancels an entire program/league, you may choose to transfer to another available program/league, to accept a credit for the amount of the class or to receive a refund. You may also select a credit or refund if individual classes are unable to be held during designated make-up week(s).
2. If originally paid by check or cash, a check from the City of Pearland will be mailed to you. Please allow 3-4 weeks for your check to be processed. If you paid by VISA, Master Card, or Discover Card, we will credit the card in which payment was made. Please allow 5 business days for your credit card to reflect the refund.
3. The Parks & Recreation Department will allow customers to hold credits on their accounts from October 1st to August 31st of any given fiscal year. During the month of September of each year, staff will issue and process refunds for all accounts with a credit balance.
4. Participants requesting a transfer to another class/league must do so 7 business days before the class start date. Transfers will be honored for classes/leagues with availability.
5. Participants who withdraw from a class/league will be charged a \$5 withdrawal fee. Participants withdrawing more than 7 business days prior to the class/practice start date will receive a credit or refund less the \$5 withdrawal fee. **There will be no refunds issued to participants withdrawing within 7 business days of the class/practice start date.**
6. Participants who develop a medical condition that impairs their ability to benefit from a class/practice may request, in writing, a refund or credit. The prorated refund or credit will be based on the day the request was received, not the last attended class.
7. Participants who move from the Pearland area before the start of a class may request a refund in writing.
8. In order to dispute a withdrawal, you must have a withdrawal receipt.



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Page: 2 of 2

9. All camps, programs/leagues and/or Special Events with special policies void the proceeding.

Adult Sports (Basketball, Softball, Flag Football & Volleyball):

The team will automatically forfeit the registration fee if they withdraw from the league once the schedule has been completed.

Late Registration/Waitlist

1. A participant may not register more than 7 business days after a class has started.
2. Classes will not be prorated for an individual registering after a class has begun.
3. Waitlists for classes will be deleted 7 business days after a class has started.

REFERENCE

Revenue Management Plan-Chapter 8 of Department Policy Manual

REVIEW & REVISION HISTORY

Revised May 2008

Reviewed & Revised October 2009