

Auburn Area Recreation and Park District Refund Policies

All refunds will come in the form of a check. Please allow 3 – 4 weeks processing time on all refunds.

ARD Reservation Refund Policy Cancellations of reservations will be subject to the following conditions and fees:

1. Cancellations or changes in a reservation made with at least 60 days notice will be offered a full refund or credit on account.
2. Cancellations or changes in a reservation made with 14 – 59 days' notice will be offered a full credit on account.
3. Cancellations or changes in a reservation made with less than 14 days' notice will be subject to a 50% cancellation fee. The remaining balance will be credited on account.

ARD Recreation Services Refund Policy

1. Full refunds will be issued only if ARD cancels a class or activity.
2. Full credit on account (good towards another ARD class, program or activity) will be given on customer cancellations received 72 hours prior to the first class. Failure to attend a class or "no shows" will not be granted a credit.
3. Credits are good for one year from the date of issuance.
4. If you are not satisfied with any of our programs, please contact the program supervisor.

ARD Youth Services Refund Policy Regarding Refunds/credits/day changes

1. ARD Day Camp
 - a. All requests for refunds, credits or day changes must be made on the proper change form and must go through the day camp director. Credits are good for one year from the date of issuance.
 - b. In order to receive full refunds or credits, or to move days that are already paid, requests must be made by Friday, 5:00 p.m., two weeks prior to the session on the proper change form. This includes field trips.

- c. In order to receive half refund or credit, including moving days, requests must be made on the proper change form by Friday, 5:00 p.m., one week prior. This includes field trips.
- d. After 5:00 p.m. on the last Friday prior to the session, days may not be moved and no refunds or credits will be issued except for illness with a doctor's note citing the specific dates a child may not attend. This includes field trips. ARD does not offer make-up dates for classes or swim lessons missed due to field trips.
- e. There is no refund for other ARD classes, camps or swim lessons missed due to field trips or events, nor does ARD offer a part-time discount to participants of these activities other than the half day rate at the session times offered.
- f. ARD does not extend credits/refunds/day changes for students who are suspended from the program for any reason.
- g. ARD offers credits (not refunds) for days paid in the event of an unexpected day camp closure due to acts of nature or other circumstances beyond our control.
- h. ARD may offer refunds if a Federal, State or local emergency is declared. If the totality of refunds exceeds \$25,000, the District Administrator will obtain approval of the Board.
- i. Payments on account will be accepted from subsidy groups who contract with ARD to provide care for approved campers.
- j. All refunds or credits through Daycareworks must be authorized by the Youth Services Manager, processed by Customer Service and documents forwarded to accounting.
- k. In the event of power outages with poor air quality and/or temperatures above 90 degrees, we will only offer the morning session until 12:30 and close for the afternoon. Credits, not refunds, will be offered at that time.

2. ARD Discovery Club

- a. Days must be contracted and paid in advance and may not be changed or moved once payment is received.
- b. No credits or refunds for unused days except in the event of an illness with a doctor's note stating specific dates that a child may not attend.
- c. ARD may offer refunds if a Federal, State or local emergency is declared. If the totality of refunds exceeds \$25,000, the District Administrator will obtain approval of the Board.

- d. Discovery Club does not operate on the school's late starts, early dismissals or school closures due to severe weather, now days, power outages, or other circumstances beyond the program's control. There are no credits or refunds for those days.
- e. Payments on account will be accepted from subsidy groups who contract with ARD to provide care for approved students.
- f. All refunds or credits through Daycareworks must be authorized by the Youth Services Manager, processed by Customer Service and documents forwarded to accounting.

3. ARD KinderReady Preschool

- a. If class is cancelled due to circumstances beyond the program's control, credit (not refunds) will be issued. Otherwise, no credits or refunds are given for absences.
- b. ARD may offer refunds if a Federal, State or local emergency is declared. If the totality of refunds exceeds \$25,000, the District Administrator will obtain approval of the Board.
- c. If a family needs to leave the program, they are required to give a 30-day notice.
- d. Payments on account will be accepted from subsidy groups who contract with ARD to provide care for approved students.