

Auburn Area Recreation and Park District Refund Policies

All refunds will come in the form of a check. Please allow 3 - 4 weeks for 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 in writing and must go through the Youth Services Manager. Credits are good for one year from the date of issuance.
 - b. In order to receive full refunds, 30 days' notice, in writing, from the first day of the session, is due on any changes to the contracted schedule.
 - c. In order to receive full credits 14 days' notice, in writing, from the first day of the session, is due on any changes to the contracted schedule. Failure to give at least 14 days' notice will result in the parent/guardian/client being required to pay for the contracted days(s) even if their child(ren) do(es) not attend. This includes field trips.
 - d. If proper notice is not given, 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 are no credits or refunds 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.
- 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 credits or 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. If a family is utilizing subsidized care, including but not limited to PCOE or ELOP, 14 days' notice is due in writing on any changes to the contracted schedule, and a 30-day notice, in writing, is required if the family leaves the program.
- j. The ARD Youth Services Manager may recommend refunds based on hardships or other extenuating circumstances. Before a refund of this nature can be made, the manager must thoroughly investigate the circumstances surrounding the issue(s) to determine if a refund is warranted. The Youth Services Manager will make these refund recommendations to the District Administrator, who will approve or deny all requests
- 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. In order to receive full credits 14 days' notice is due in writing, on any changes to the contracted schedule. Failure to give at least 14 days' notice will result in the parent/guardian/client being required to pay for the contracted days(s) even if their child(ren) do(es) not attend.
- c. If proper notice is not given, no refunds or credits will be issued except for illness with a doctor's note citing the specific dates a child may not attend.
- d. In order to receive full refunds, 30 days' notice, in writing, from the first day of the session, is due on any changes to the contracted schedule. Refunds must be approved by the Youth Services Manager.
- e. ARD may offer credits or refunds if a Federal, State or local emergency is declared. If the total of refunds exceeds \$25,000, the District Administrator will obtain approval of the Board.

- f. Discovery Club does not operate on the school's late starts, early dismissals or school closures due to severe weather, snow days, power outages, or other circumstances beyond the program's control. There are no credits or refunds for those days.
- g. Payments on account will be accepted from subsidy groups who contract with ARD to provide care for approved students. If a family is utilizing subsidized care, including but not limited to PCOE or ELOP, 14 days' notice is due in writing on any changes to the contracted schedule and a 30-day notice, in writing, is required if the family leaves the program.
- h. The Youth Services Manager must authorize all credits through CivicRec. All refunds must be authorized by the Youth Services Manager, approved by the District administrator, and documents forwarded to accounting.
- i. The ARD Youth Services Manager may recommend refunds based on hardships or other extenuating circumstances. Before a refund of this nature can be made, the manager must thoroughly investigate the circumstances surrounding the issues(s) to determine if a refund is warranted. The Youth Services Manager will make these refund recommendations to the District Administrator, who will approve or deny all requests.
- j. If a family needs to leave the program, they are required to give a 30-day notice.

3. ARD Kinder Ready 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. In order to receive full refunds, 30 days' notice, in writing, from the first day of the session, is due on any changes to the contracted schedule.
- c. In order to receive full credits 14 days' notice, in writing, from the first day of the session, is due on any changes to the contracted schedule. Failure to give at least 14 days' notice will result in the parent/guardian/client being required to pay for the contracted days(s) even if their child(ren) do(es) not attend. This includes field trips.
- d. ARD may offer credits or 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.
- e. If a family needs to leave the program, they are required to give a 30- day notice.
- f. Payments on account will be accepted from subsidy groups who contract with ARD to provide care for approved students. If a family is utilizing subsidized care, including but not limited to PCOE or ELOP, 14 days' notice is due in writing on any changes to the contracted schedule and a 30-days' notice, in writing, is required if the family leaves the program.
- g. The ARD Youth Services Manager may recommend refunds based on hardships or other extenuating circumstances. Before a refund of this nature can be made, the manager must thoroughly investigate the circumstances surrounding the issues(s) to determine if a refund is warranted. The Youth Services Manager will make these refund recommendations to the District Administrator, who will approve or deny all requests.