



ERIE METROPARKS

3910 Perkins Ave, Huron, Oh 44839
419-625-7783 ext 221 www.eriemetroparks.org

REFUND POLICY FOR EDUCATIONAL and RECREATIONAL PROGRAMS

Erie MetroParks will make every effort to accommodate timely requests to reschedule registration at a swim lesson, day camp course or other program during the same season, provided an acceptable date or time is available. Provided the amounts are the same, a registration may be transferred to another person. The time limits and conditions below shall apply.

Full or partial refunds for prepaid day camp fees, swimming lesson fees or other program fees will be made after completion of a Refund Request form and under the conditions listed below. Refunds may require up to sixty (60) days from return of completed paperwork to process, however rescheduling and name transfers can be handled immediately.

Conditions and time limits:

1. **Refund and Transfer Deadline:** All refund request paperwork (Refund Request) must be completed and returned to Erie MetroParks for processing within 45 days of the final day of the educational or recreational program for which the fees were paid. Requests made after that 45-day period can not be honored.
2. **Early cancellation notice:** If notice to withdraw is received by Erie MetroParks at least 5 business days before the scheduled day of the start of the program, the program fee, minus a \$10 transaction fee*, is refundable.
3. **Late cancellation notice:** If notice to withdraw is received by Erie MetroParks less than 5 business days before the scheduled day of the start of the program, no refund is available, except for Medical Withdrawal, Disciplinary Expulsion, Special Consideration or Cancellation by Erie MetroParks.
4. **Medical Withdrawal:** A pro-rated refund will be made from the date cited on a physician's excuse provided the participant furnishes a doctor's written certification of a valid medical reason for nonattendance.
5. **Disciplinary Expulsion:** No refund or transferable credit will be made for the balance of unattended class periods should a child or other participant be discharged from a program for disciplinary reasons. A complete refund for any subsequent prepaid program registration fee will be made if a disciplinary action precludes attendance at any future program.
6. **Special Consideration:** Participants who believe that their request for a refund merits special consideration involving unusual circumstances may contact the MetroParks. The Director, based on his/her best judgment, may authorize a full or partial refund.
7. **Cancellation by Erie MetroParks:** A pro-rated refund or transferable credit will be made for swimming class or other programs with multiple meeting times which have been cancelled by the MetroParks. Cancellation and subsequent refunds will be made only after pre-scheduled and announced makeup sessions, if any, have been held.

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* A Transaction Fee is defined as a \$10 fee charged each time a new Refund Receipt is generated. All cancellations, transfers and refund requests are made through the Southwoods Office at 419-625-7783 or email Reservations@eriemetroparks.org.