

**REFUND POLICY:** The Greensboro Parks and Recreation Department reserves the right to cancel a program at the sole discretion of the department, including when a program's minimum enrollment is not met. In the event of a program cancellation, the department will endeavor to provide as much advance notice as possible to participants. In addition, the department reserves the right to alter schedules, fees, and instructors as necessary. In the event that the department cancels a program or event, registration fees are 100% refundable except in cases when an alternative refund policy has been provided in writing to registrants at the time of registration.

Program withdrawal and refund requests initiated by participants will be processed in accordance with the criteria set forth below. All requests for a refund of program fees must be received by the department in writing. Refund requests are processed according to the guidelines included below and generally take 2-4 weeks to process, with the exception of payments made by check, which may take additional processing time. The refund check will be mailed to address provided on the written refund request.

**Prior to Program Start Date:** Fees are fully refundable less a \$10 processing fee per registration.

**After Program Begins:** No refund is available except in extenuating circumstances as determined by the program supervisor.

**After Program Ends:** No refunds granted.