

# BROADVIEW HEIGHTS RECREATION DEPARTMENT

## REFUND/CANCELLATION REQUEST FORM

\*All refunds are subject to a \$5 or 5% fee (whichever is higher) unless program is cancelled by the rec department. If program/class/lesson is cancelled by recreation department a full refund is given. Email all medical documents for Ryan Meyer at [Rmeyer@broadview-heights.org](mailto:Rmeyer@broadview-heights.org).

### ANNUAL MEMBERSHIP - MONTHLY INSTALLMENTS

- If a member wishes to cancel the remainder of their annual membership monthly installments, the request must be made 7 DAYS prior to the next payment. Monthly cancellations can only be done for the entire household membership, additional household memberships cannot be cancelled individually. Cancellations for memberships can only be requested once in a 12 month period.

### ANNUAL MEMBERSHIP - PAID IN FULL

- **Annual Memberships paid in full are non-refundable and non-transferable. Except in the following cases:**
  - ◆ Medical reason must be accompanied by a note from the participant's physician.

### CLASS/PROGRAM/LESSON/PASS REFUND

- If a participant wishes to cancel or transfer their enrollment in a program (excluding camp and sports leagues): The request must be made 7 DAYS prior to the start of program or scheduled lessons. Prorated **household credit** will be given if request made after 7 days is a medical injury or condition. Any medical reason for a household credit must be accompanied by a doctors note and may be followed up on by recreation staff.
- Group Exercise Passes, 30 Day Passes, and Child Watch Passes are non-refundable and non-transferable. Passes can be extended in the event of a medical injury or condition. Any request for extension must be accompanied by a doctors note and may be followed up on by recreation staff.

### SUMMER CAMP REFUND

- Summer camp refund requests must be made prior to April 1<sup>st</sup> to receive a refund. Anything after April 1<sup>st</sup> will not be refunded.
- If a child cannot attend camp due to a medical condition a **credit** request must be accompanied by a doctors note. **Household credit** will be given for summer camp missed due to medical injury or condition.

### SPORTS/LEAGUES REFUND

- If a participant wishes to request a refund for a sports league, the request must be made prior to the refund deadline (see individual deadlines for each sport). No refunds or credits will be given after the refund deadline.
- We will make every effort to honor league change/friend/coach requests, but no refunds will be given if these requests are not honored.
- Household credit can be requested for a medical condition or injury if submitted after the registration deadline. All medical requests must be accompanied with a doctor's note.