



## **REFUND POLICY**

### **General Information**

Refund or withdrawal requests cannot be done online. To withdraw from an activity or request a refund, please call the City of Mission Viejo at 949-470-3062 during business hours. All refunds will be issued within 30 days from the time of request. Non-attendance in an activity is not grounds for a refund. All activities are subject to cancellation or schedule changes.

The City does not prorate any of our activities; late registrants will be obligated to pay full price for the course.

If we receive a Program Registration Form and the activity is full, the registrant will be placed on the waitlist.

### **Refund Policy**

Full credits/refunds are available for courses cancelled by the City or Instructor. Activities may be cancelled if the minimum is not met. Participants will be contacted if an activity is cancelled.

Participant requested withdrawals/refunds from a class are subject to a \$5 administrative fee. Material fees are not refundable. The refund will be sent in the following manner:

- a. Credit card transactions will be refunded to the original card used.
- b. Cash and check transactions will be refunded by check within 30 days.

### **Withdrawal Request Guidelines**

1. Activities meeting one (1) to three (3) times, Personal Training sessions, Tennis/Pickleball lessons and clinics: Requests must be received one (1) week before the start date.
2. Courses meeting 4 or more times: requests must be received 3 days prior to second class meeting to receive a pro-rated refund. Earlier notice is preferred to accommodate wait-listed participants.
3. Camps: Requests must be received two (2) weeks before the start date for a full refund minus a \$5 withdrawal fee. No refunds will be granted for requests received within two (2) weeks before the start date, unless otherwise noted.
4. Excursions: Excursions are non-transferable. In the case of a City excursion, if a refund is requested and the City is able to fill the spot, the participant will receive a full refund minus the \$5 administrative fee. If the City is not able to fill the spot, no refund will be given. Refunds may take up to 30 days to process from the date of cancellation of an excursion.
5. Special events: Withdrawals/refunds are not permitted, non-transferable.
6. Punch Cards/Gift Cards: Non-transferable, non-refundable, not replaced if lost/stolen.
7. Drop-in activities: Non-refundable.