

NORFOLK RECREATION REFUND/CREDIT POLICY

When you register for one of our programs, we depend on your participation to make it successful. We plan for staff and supplies based on registration numbers.

Refunds will be made if:

- A program is canceled by the Department
- The Department makes changes that prohibit your attendance
- There is an unforeseen medical problem confirmed by a doctor's note
- The school calendar changes prohibiting attendance

Program withdrawal requests will be honored if the participant can be replaced by a person on Norfolk Recreation's wait list. If we find a replacement, we will issue a refund or credit (at our discretion) less a \$10 administration fee. Please note that the earlier you are in touch with us about withdrawing the better chance we have of finding a replacement.

We recognize that there may be extenuating circumstances that do not fit neatly into a policy. If you feel that extenuating circumstances apply, please be in touch. Final refund decisions will be at the sole discretion of the Recreation Director.

Circumstances	Refund	Credit
Department cancels program	Full Amount	Full Amount
Department changes prohibit attendance	Full Amount	Full Amount
Medical problem confirmed by doctor's note on a timely basis	Full Amount or prorated depending on the number of classes attended	Full Amount or prorated depending on the number of classes attended
Withdrawal Request & successfully replaced by wait list person	Full Amount less \$10 fee	Full Amount less \$10 fee
School calendar change	Full Amount	Full Amount
Transfer from one program to another program. Please notify us by email so we have a record of your request. Transfers are done in the office and only allowed if the initial program still has enough participants to run.	If the new program is less after applying the \$10 processing fee, a refund or credit will be issued. If the new program has a higher fee, the additional amount plus a \$10 processing fee is due before attending the new program.	If new program is less after applying a \$10 processing fee, a refund or credit will be issued for the difference.
No show, no replacement found	No refund	No refund

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