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CITY OF LYNNWOOD POLICY/PROCEDURES

TITLE Parks, Recreation and Cultural Arts Department Refund Policy		POLICY NUMBER 01-00
EFFECTIVE DATE September 1, 2000	SUPERSEDES	MAYOR Tina Roberts <i>Tina Roberts</i>
DEPARTMENT HEAD C. William Evans <i>C. William Evans</i>	MANAGER Katie Anderson <i>Katie Anderson</i>	

LMC:

RCW:

PURPOSE:

- To establish policies and procedures for processing refunds, transfers and credits for classes, activities, programs, merchandise and facility rentals at the Lynnwood Recreation Center, the Lynnwood Senior Center and the Lynnwood Municipal Golf Course.

POLICY STATEMENT:

GENERAL

- Full refunds will be given for classes and programs cancelled by the City of Lynnwood.
- Refunds will be issued by one of the following methods: a City refund check, a credit, a coupon, or a transfer to another program. No cash refunds will be given.
- Refunds will not be given for classes or programs for amounts less than \$10, unless the department cancels the activity.
- Refund requests for program registrations require 3 business days notice prior to the first class. The participant is eligible for a full 100% refund, less a \$10 processing fee.
- If a participant is not satisfied with the quality of the program after the first class, but before the second class, the participant is eligible for a prorated refund. The refund will be based on the prorated fee (cost per class session and number of sessions attended), less a \$10 processing fee.
- No refunds will be issued after the second class session.

- Refunds for credit card payments will be made by crediting the original credit card account. Payments made by check or cash will be refunded by one of the following methods: a City refund check, a coupon, a credit, or a transfer to another program.
- Refund requests will be processed by the City within 14 days, with a check issued and delivered by mail.
- Credits must be used within month the credit is issued, or within 30 days.
- Coupons must be used from one year of the issue date, and will be numbered and recorded.
- Refund requests for programs with specific registration/refund deadlines will be non-refundable after the deadline date, unless otherwise stated in the CRAZE brochure or Senior Center newsletter.
- Some programs with fees are non-refundable and will be advertised in the Craze brochure and/or Senior Center newsletter publications as being non-refundable.
- Deposits for programs and activities are non-refundable and non-transferable unless the City of Lynnwood Parks, Recreation and Cultural Arts Department cancels the program.
- Requests for refunds due to medical emergency or other extenuating circumstances will be handled on a case-by-case basis. Documentation of circumstances will be required.

ATHLETICS

- Refund requests for athletic leagues must be made a minimum of three weeks before league play begins. Teams will then be eligible for a full refund less a \$10 processing fee.

SENIOR CENTER

- Senior Center programs with advance ticket purchase require a refund request 14 days prior to the scheduled event or activity. The participant is eligible for a refund less a \$10 processing fee. If less than 14-day notice is given no refund will be issued unless the vacancy is filled.
- Full refunds for Senior Center trips will be made only when the cancelled reservation is subsequently filled. If the cancelled reservation is not filled, the participant is eligible for a refund, less a \$10 processing fee. When a trip is cancelled by the Senior Center, a full refund will be given and no processing fee will be charged.

FACILITIES

- Facility reservation cancellations require a 30-day notice prior to the reservation date. The patron will then be eligible for a full refund, less a \$10 processing fee.

- Facility reservations cancelled with less than a 30-day notice but 24 hours prior to the reservation date will be eligible for a 50% refund.
- Facility reservations cancelled with less than 24 hours notice will not be eligible for a refund.

MERCHANDISE

- Refund or exchange requests for unopened and/or unused merchandise will be given when a receipt is presented. Cash refunds will not be given for merchandise returns. Merchandise refunds will be processed similar to a program refund, with a City check.

GOLF

- Refunds for green fees at the Lynnwood Municipal Golf will be given, when a valid receipt is presented and play is suspended for conditions when the course superintendent and/or the golf professional (or their designee) have deemed the course unplayable.
- Refunds will be given for green fees, when a valid receipt is presented, for players who have paid by cash, check or credit card for 18 holes and wish to stop after nine holes, except on weekends or holidays before noon. Credit card purchasers will be given a credit card refund for the original transaction amount, and another credit card charge made for the nine holes played. A cash refund can be given for cash transactions, less the cost of nine holes of play. Those paying by check will be given the option of the following: receiving a reimbursement by City refund check or receiving a credit slip good for play on the back nine holes with purchase of the front nine holes.



Reviewed by Mike Bailey,
Administrative Services Director