

CITY OF CENTER POINT

Program and League Policy

Subject: Program and League Policy

Approved By: City Council
Resolution #2018-146

Effective Date: 10/9/2018

PURPOSE: The purpose of this policy is to establish specific guidelines and procedures for programs and leagues (youth and adult) for the City of Center Point Parks and Recreation Department.

1. The Parks and Recreation Department reserves the right to cancel programs due to insufficient registration, inclement weather or injury or illness of instructor(s) within 72 hours of the scheduled program and participants will be notified by phone or email of the cancellations. A full refund will be given for activities cancelled by the Parks and Recreation Department.
2. After the registration period ends, registrations will only be taken based on availability. If space is available, a \$10.00 late fee per program, per participant, will be required.
3. Scholarships are available courtesy of the City of Center Point to cover up to 50% of a program or league fees. Qualifying applicants must be Center Point residents for the past year.
4. Once registration is complete for a program or league, it is considered final. All cancellations and refund request should be submitted in writing or in person to the Parks and Recreation Department.
 - a) If a cancellation occurs prior to the "registration ends" date, a full refund will be issued, minus a \$10.00 administration fee.
 - b) If a cancellation occurs after the "registration ends" date, no refund will be issued.
 - c) Refunds may take four – six weeks.
 - d) Refund payments are either by check or credit card. No cash refunds.
 - e) Refunds will be mailed/issued to the name and address provided on the registration.
 - f) One-day programs, community events, trips and theatre tickets, along with some other programs, are non-refundable special events.
 - g) An effort will be made to schedule a make-up date if a class/program/game is canceled due to any causes beyond our control. If this is not possible, no partial refund will be provided.

- h)** Refunds requested due to medical reasons may be prorated. A letter from a licensed doctor must accompany the refund request.
- i)** Center Point Parks and Recreation does their best to recruit team coaches. In the event that a coach is not found, team parents will be asked to assist. Refunds will not be issued because of lack of coaches.
- j)** Effort will be made to accommodate preferred practice night request, but not all requests can be honored due to the schedules of volunteer coaches. Refunds will not be issued when preferred practice nights are not available.
- k)** Refunds will not be issued for players who request specific teams/coaches and do not get assigned according to their requests.