



Copperas Cove Parks and Recreation Refund Policy

PURPOSE

The Department of Parks and Recreation provides quality programs, services, and facilities. If at any time a customer is not satisfied, the department wants to know. We will work to rectify any issues with the customer. We use this policy as a guide to help to meet and exceed customer expectations.

POLICY STATEMENT

To qualify for a refund, a customer must have previously paid a fee to the department by check, credit card, cash, and or money order.

PROCEDURES

1. Refund cancellation requests must be submitted to the program coordinator in writing.
2. Refunds will be provided by check mailed to the address on the application.
3. Administrative and credit card processing fees are non-refundable.

Approved Refunds will be processed back to the appropriate payer:

- a. Check refunds can take approximately 3 to 4 weeks to be issued.
- b. No cash refunds are given.
- c. No credit card refunds given.
- d. No credits to the accounts will be given.

REQUEST

1. Youth Sports
 - a. Refund, cancellation, or withdrawal request must be made in writing to staff at ccpard@copperascovetx.gov
 - b. An administration fee of \$5.00 will be deducted from the refund.
 - c. Credit Card processing fee will not be refunded.
 - d. Refund, cancellation, or withdrawal must be completed 10 days prior to the program start date to be honored in full.
 - e. Refund, cancellation, or withdrawal must be completed prior to the program ending to be considered for a partial refund.
 - f. No refunds will be provided for registration fees after the program's end date.
2. Camp
 - a. Refund, cancellation, or withdrawal request must be made in writing to staff at ccpard@copperascovetx.gov
 - b. An administration fee of \$5.00 will be deducted from the refund.
 - c. Credit Card processing fee will not be refunded.
 - d. Refund, cancellation, or withdrawal must be completed the Friday prior to the week starting.



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- e. Refunds will not be given after the week is complete.
3. Aquatics
 - a. Refund, cancellation, or withdrawal request must be made in writing to staff at ccpard@copperascovetx.gov
 - b. An administration fee of \$5.00 will be deducted from the refund.
 - c. Credit Card processing fee will not be refunded.
 - d. We will not grant refunds for daily entrance, pool passes, water fitness, and or family swims.
 - e. Swim Lessons Refund, cancellation, or withdrawal must be completed the Friday prior to the week starting.
 - f. Swim Lessons refunds will not be given after the session is complete.

EXCLUSION

1. Extenuating circumstances may cause an exception to the above policy.
2. For a full refund, due to medical reasons, you must provide a doctor's note to qualify for a full refund.
3. If the program is canceled, CCPARD will offer full refunds except for the credit card processing fee.
4. All refunds must be approved by the Director of Parks and Recreation and or their designee.



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Refund Application

Participant Info: (please print)

First Name: _____ Last Name: _____ D.O.B: _____

Program: _____ Program dates: _____ Price Paid: _____

Parent/Guardian Info: (please print)

First Name: _____ Last Name: _____ (that appears on your D.L.)

Address: _____
(Address) (City) (State) (Zip)

Phone number: _____ Email address: _____

Reason for refund:

Signature: _____ Date: _____

----- . CCPARD STAFF ONLY -----
Received by (print): _____ Date Received: _____

Receipt Number: _____ Amount Paid: _____ Amount Requesting: _____

___ Participant removed from roster ___ Removed from jersey order ___ Coach notified

___ Participant replace on team roster ___ Replacement not needed at this time

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___ Full refund ___ Partial Refund ___ No Refund

Reasoning:

___ Approval ___ Disapproval Refund Amount: _____

Staff Signature: _____ Admin Signature: _____