

Cancellation & Refund Procedures

Why do I pay a higher fee as a non resident? As the City of East Grand Rapids Parks & Recreation Department receives municipal tax revenue paid by the residents living within the City limits, households living outside City limits are charged a higher program rate because they do not pay City of East Grand Rapids taxes.

Join the FUN! We want you to participate: Is there a program that interests you, but has already begun? We will reduce your program registration fee based on the number of remaining classes. The reduced rate does not apply to the cost of supply fees associated with the program. *Please note, Not all of our programs allow late registration so this option may not be available for every program.*

Did you over-book your schedule? No problem: You are free to cancel any program registration up to two business days after you registered and receive a 100% refund. Please note: cancellations of this nature must be made more than two business days in advance of any class.

Program Participation: Failure to attend a program or activity does not entitle the participant to transfer, make-up, or receive a refund for the day(s) missed.

Household Transfers: Household account members (immediate family includes father, mother, son or daughter) may transfer from an enrolled program to another currently publicized program without incurring a processing fee. Transfers must be made prior to the starting day of the program you are transferring from. If there is a difference in registration fees, the difference will need to be paid at the time of the transfer and/or any remaining credit balance will be placed on your household account for future use and will expire in one year.

Refunds may be granted for the following reasons:

- Injury or illness - a doctor's statement, verifying the illness or injury, must be received within two weeks from the time of the illness or injury for a refund to be considered for a program. The Parks and Recreation Department reserves the right to issue a partial refund determined by the amount of participation in the program prior to the illness or injury.
- Participant moves more than 20 miles away from the City of East Grand Rapids.
- If our department cancels a program, participants will receive a full refund.
- If our department cancels a class for a program due to inclement weather, instructor illness, mechanical failure or other unforeseen issues the participant will be issued an appropriate refund for the date missed, if it can't be rescheduled. A household credit will be issued for all refunds under \$10. This does not apply to league sports.

Program Cancellation Requests: If you are unable to attend a program, a cancellation request can be made in writing, by phone or in-person a minimum of two full business days prior to the program start. If a refund is granted, an \$8 processing fee for each program registration cancellation will be charged. Requests made less than two full business days prior to the start of the program are not eligible for a refund.

Youth League Sport Cancellation Requests: If you are unable to participate, a cancellation request can be made in writing, by phone or in-person two full business days prior to the *league's first practice*. If a refund is granted, an \$8 processing fee for each league sport registration cancellation will be charged. League sport cancellation requests made less than two full business days prior to the league's first practice are not eligible for a refund.

Adult League Sport Cancellation Requests: If you are unable to participate, a cancellation request can be made in writing, by phone or in-person prior to the league game schedule being completed. Cancellations will incur a \$50 processing fee for each team registration. Adult league sport cancellation requests made after game schedules are complete are not eligible for a refund.

Memberships or Punch Card Passes: Refunds will not be granted for fitness or aquatic passes, punch cards or memberships. We will be happy to transfer any remaining "punches" on a punch card to a CURRENT punch card holder.

User Credit: If a user credit is placed on your household account, it must be used by you or an immediate household account member (father, mother, son or daughter). If user credits are available they must be used within one year or they will expire.

Returned Checks: A service charge will be assessed on all returned checks. Fees are determined by the Finance Department.

Some programs and activities do not qualify for a refund and in most cases will be noted in our program guide or on the registration form.

Indoor and outdoor facility rental cancellation policies are listed separately for each facility.

The City of East Grand Rapids reserves the right to change the cancellation and refund policies without notice.