

Glencoe Park District Refund and Prorating Procedures

Board of Park Commissioners Approved Policies for Refunds and Prorating

- **Refunds: Financial Policy and Procedure Manual (page 5)**

Glencoe Park District understands from time to time refunds may be necessary for various reasons including, but not limited to, program cancellations, customer dissatisfaction or unforeseen circumstances. In which case, upon approval from appropriate supervisory staff, a credit or refund shall be issued.

Once approved, any and all refunds shall be made in the same manner as they were paid, less a 20% processing fee (not to exceed \$20 for programs and not to exceed \$200 for camps.) Therefore, if a payment has been made by credit card, the refund will be credited to that same credit card. However, an exception will be made if a credit card that is on file has expired or a given circumstance has occurred to render the credit card option unfeasible. At which point, a Refund to Finance RecTrac Form is completed and submitted to the Accounting Manager so that the refund can be issued in the form of a check. Similarly, if the payment had been made in any other method than a credit card, a Refund to Finance RecTrac Form will be submitted to the Accounting Manager and the refund will be issued in the form of a check.

- **Proration: Fees and Charges Policy 8.0 (page 3)**

At the discretion of the Program Manager and Director of Recreation and Facilities, if the nature of the activity permits, prorated class fees will be allowed and done on a “per class basis.”

Additional Detail on the Refund and Prorating Guidelines and Procedures

General

Program fee refunds, less a processing fee of 20% (not to exceed \$20) will be made if a request is received at least (3) three business days before the start of the program, via online form, by phone or in person at the Takiff Registration Office. After that, refunds can only be given for medical reasons or relocation and will be prorated based on the day the request received, pending medical note provided. Refunds for special events will be given in full if requested 3 business days prior to the event. If requested less than 3 business days in advance, there are no refunds.

- When the Park District cancels programs due to insufficient registration, full refunds will be issued. Refunds will be issued within 7 business days of a class cancellation.
- The Park District will not issue refunds for classes which are canceled due to inclement weather, or other circumstances beyond the District’s control. The Park District may schedule a make-up class, when possible.
- For Preschool, Children’s Circle, Day Camp and Kids Club refunds, please see below
- All pre-paid group fitness passes, Watts ice passes, beach passes, and boat space rentals are

non-refundable and non-transferable.

- Other restrictions apply for facility rentals, please see below
- Refunds that occur once a session begins will only be refunded as a result of relocation or medical reasons and will be done on a “per class basis,” less a processing fee of 20%, and less for any amount incurred for materials, special clinics, costumes, uniforms, and/or other expenses.
- Prorated refunds will be based on the date the refund request is received and not the last attended date. Medical refunds require a doctor’s note and will be prorated based on the date the medical documentation is received; no service fee applies. For relocation out of the area, upon receipt of appropriate documentation that reflects imminent relocation, a prorated refund will be issued with the applicable service fee.

Prorating

Prorating of a program fee can be made for both park district and contractual programs using the following guidelines:

- The program has met its minimum number of participants.
- Both the Program Manager and Instructor approve the proration at the time the participants register.
- Prorating can only be done in-person and not online.
- Proration cannot occur prior to the start date of a class.
- Spots cannot be held for proration.
- There will be no proration for any amount incurred for materials, costumes, uniforms, and/or other expenses.
- See camp guidelines for specific camp proration procedures.

Special Adult Fine Arts Prorating Guidelines (multi-week programs only)

- Proration can be done only at the time of in-person registration and not online.
- The program minimum must be met before proration for time off can take place.
- A medical note will be required for scheduled surgeries or medical procedures.
- Vacation requests (time off) must be communicated in advance; i.e., before the class start date.
- The limited number of days an adult registrant can miss and be prorated is limited to half of the total number of class dates, e.g., if the class meets 12 times, they cannot prorate/deduct more than 6 due to time off.

Camp

A \$200 non-refundable deposit is required at the time of registration per camper and per camp. Refunds will be issued if requested at least (7) seven business days before the start date of a camp, less the non-refundable deposit. Note: If you drop your child from a camp less than (7) seven business days prior to the start date of camp, NO REFUND will be issued. Refunds can only be given for medical reasons or relocation, and will be prorated.

Camp proration will not be allowed (with the exception of one-week vacation for the 8-week camps only; this must be requested in-person and by May 1st). Transferring between non-

contractual camps will be allowed; however, contractual camp transfer requests will require a Program Manager's approval.

Kids Club (Before and After School Care for Grades K-6)

A \$200 non-refundable, non-transferable fee is required upon registration and is not applied toward the monthly tuition fees. Once the program has started; no prorated fees will be given for a partial month's attendance or withdrawal.

Early Learning Center

A \$200 non-refundable, non-transferable registration fee per child is required at the time of registration for all programs. This fee will not be applied toward your monthly tuition. When new to the program, prorated tuition will be given for partial months of attendance. Once the monthly billing has been charged, there is no refund for partial month attended.

Children's Circle

A \$200 non-refundable, non-transferable fee is required with each new registration and it will not be applied toward the monthly tuition. If your initial start date in the program does not fall on the 1st of the month, you will be prorated for days not attended. No prorated fees will be given for partial month's attendance once the initial start date has passed.

Delinquent Payments

ELC, Children's Circle, and Kids Club offer an automatic billing option. When agreeing to auto-charge your credit card each billable month, you understand that your signature authorizes the Glencoe Park District to charge your provided credit card the monthly tuition. The monthly fee will be posted to the billing account on the first business day of each month. It is the cardholder's responsibility to notify the Park District office of changes to a credit card information on file. Should a charge card be declined for any reason, you will be issued a bill for the amount due and a \$10 fee will be added for the declined card. Although payment is required by the 15th of each month, a \$25 late fee will automatically be posted to your account if payment is not received by the last day of the month. For accounts more than 30 days past due, participation in the program may be suspended until full payment is received.

Fitness Center

The Glencoe Fitness Center requires a credit card (Visa, MasterCard, or Discover) on file for automatic billing. By signing up for a Fitness Center billable membership, you understand that you authorize the Glencoe Park District to charge your provided credit card the monthly tuition. The monthly fee will be posted to you billing account on the first business day of each month. Cancellation of an automatic charge card posting is accepted by written authorization *only* and must be received before the 1st of the month. It is the cardholder's responsibility to notify the Park District office of changes to a credit card information on file. Should a charge card be declined for any reason, you will be issued a bill for the amount due and a \$10 fee will be added for the declined card. Although payment is required by the 15th of each month, a \$25 late fee will automatically be posted to your account if payment is not received by the last day of the month. For accounts more than 30 days past due, use of the Fitness Center may be suspended until full payment is received.

I understand that this agreement can only be cancelled during the 12-month contract period due to relocation or medical reason. Cancellation request must be submitted in writing and returned to management with acceptable proof for termination of contract and pay the \$50.00 cancellation fee. A minimum 30-day notice is required

Takiff Center Rentals

- Any rental fee under \$500 must be paid in full at the time of making the reservation and no refund will be given for cancellations less than 10 business days before the rental. No damage deposit is required.
- **Payment Policy:** A 50% deposit plus a \$200 refundable damage fee must be submitted for any rental fee of \$500-999 at the time of reservation. A 50% deposit plus a \$500 refundable damage fee must be submitted for any rental fee over \$1000 at the time of reservation. The remaining balance must be paid in FULL at least thirty (30) business days before the date of use. If booked less than (30) business days in advance, full payment is due at the time of making the reservation plus a refundable damage fee.
- **Cancellation Policy:** If the rental is canceled more than thirty (30) business days before the rental date, the user will forfeit 25% of the total rental fee deposit. If rental is canceled less than thirty (30) business days, the user will forfeit 100% of the rental fee.

Watts Ice Center Rentals

- For daily ice rentals full payment is due at time of booking. No refunds will be given unless the Park District cancels for mechanical, weather or wind chill policy.
- Permanent ice time renters are responsible for the agreed upon rental hours as stated in the agreement regardless of weather. If an advanced cancellation of 10 business days occurs by the renter, the renter may reschedule their time at no additional charge whenever time is available. During inclement weather, if the ice rink is open, and the renter cancels, the Glencoe Park District will not refund ice time per District policy.

Glencoe Beach Trellis Rentals

- The entire rental balance must be paid in full at the time of making the reservation.
- There will be a refundable damage deposit of \$200 held for Trellis rentals.
- No refunds within 10 business days of the rental date. Refund will only be issued due to weather that impacts the facility.
- Full refund if requested more than 10 business days from the event less 20% not to exceed \$20, or the renter can reschedule within the same season.

General Program Wait List

If a participant is waitlisted and a space opens in a program, the first person on the waitlist will be automatically moved into the program. The waitlisted person will receive an enrollment email confirmation from a general administration email. That participant will have 24 hours to provide any payment that is due, as well as notify the registration department if they are no longer interested in the program. If the participant notifies the registration department within 24 hours that they no longer want the spot, the participant will be dropped and receive a full refund. If the participant notifies the registration department that they are no longer interested

more than 24 hours after being transferred in off the waitlist, the general refund/cancellation policy applies. All waitlisted customers will receive a refund if no class openings become available after 30 days from the start of a program.

The 20% cancellation fee still applies if moved off a waitlist and want to drop a concurrent program.

Children's Circle Waitlist

No fee is required for waitlisted families. If a potential participant enrolls and is accepted into the program, a one-time registration fee of \$200 will be required. See separate procedures on Children's Circle Waitlist.

Enrollment Wait Period: Registrations for child programming are required three business days prior to the class start date. This timing allows updated information to be shared between Park District staff and Glencoe Schools. Camps require registration seven business days prior to the start of Camp.

100% Satisfaction Guarantee

Glencoe Park District is constantly striving to offer quality recreation programs to the public. If the customer feels our programs did not meet their expectations, due to the quality of instruction, facilities or program content, we will refund your money 100%. To be eligible for a refund the customer must:

1. Attend at least 2 classes and inform us within 48 hours after the second class, and,
2. Complete the 100% Satisfaction Guarantee form

The input on the 100% Satisfaction Guarantee form is valuable to us as it will help determine where improvement is needed. The form is available at the Takiff Community Center and on the Glencoe Park District website. Filling out the form does not necessarily guarantee a refund will be issued.

This guarantee applies to recreation programs where Park District personnel instruct or supervise an activity. The policy excludes contractual programs, trips, leagues, special events, memberships, seasonal beach/ice passes, and/or rentals.

Independent Contractors

In order to provide a wide range of recreational programs, the Glencoe Park District uses contractors as a means of providing experts in a variety of areas. Glencoe Park District refund policies may not apply to Independent Contractors. If this is the case, the refund policy will be noted in the recreation guide by the program description. Although we strive to offer top notch programs, there may be times when contractors do not meet our expectations. In these instances, we hope you will still keep us informed of your satisfaction with programs offered, but they are not included in the 100% Satisfaction Guarantee. When we use outside contractors for our programs, the class description will reflect that.