

Department of parks, Recreation and Culture
Withdrawal and Refund Guidelines

For refunds, a **written request** must be mailed or submitted to one of the following:

City of Gaithersburg Department of Parks, Recreation and Culture
 506 S. Frederick Ave
 Gaithersburg, MD 20877

- Fax: (301) 948-8364
- Email: parksrec@gaitthersburgmd.gov

A written request must include the participant's name, payer's name, address, phone number, course number and reason for withdrawal. Refunds are based upon the date written request is received. Partial refunds will not be issued for missed classes and no refunds will be considered after program is completed. For questions or inquiries, call (301) 258-6350 or email at parksrec@gaitthersburgmd.gov

Program or Activity	Refund Policy	Withdrawal / Processing Fee Charged:
Aquatic Classes & Swim Lessons	Withdrawal requests that are received before start of program will be refunded less a \$10 processing fee. If request is received on or after the start date, refund will be prorated based on the date received and processing fee will be applied.	\$10 processing fee. Prorated charge for the number of classes that have met.
Recreation Classes (excluding classes held at Arts Barn)	Withdrawal requests that are received before start of program will be refunded less a \$10 processing fee. If request is received on or after the start date, refund will be prorated based on the date received and processing fee will be applied.	\$10 processing fee. Prorated charge for the number of classes that have met.
Arts Barn / Kentlands Mansion Camps	Refund requests made on or prior to May 14 are subject to a \$10 processing fee per session. Requests after May 14, but more than 30 days prior to the program start, will be subject to a \$30 processing fee per session. A \$10 withdrawal fee per session will be charged for cancellation of extended day. No refunds or exchanges within 30 days of the start of an art intensive or extended day program. No refunds after program has started.	\$10 processing fee per session before May 14. \$30 processing fee per session after May 14 and \$10 processing fee per extended care session.
Arts Barn Theater / Kentlands Mansion Performances or Event Tickets	<u>No refunds</u> will be granted. Exchanges will be considered for another date/same show only.	Cost of ticket
Arts Barn / Kentlands Mansion Classes	<u>No refunds</u> will be granted	Cost of program
Youth & Teen Sports Programs	Withdrawal requests will be granted when request is received prior to the first game of program. Requests received on/after the first game date will be prorated based on the date the request is received and a \$10 processing fee will be charged.	Before first game – no fee. On/after first game- \$10 processing fee and prorated charge for the number of dates that have met.
Youth Services sponsored activities: including, but not limited to Break Blasts, Half Day Hooplas, Youth Club trips and programs	Withdrawal requests will be granted when request is received prior to the first date of program. Requests received on/after start of program will be prorated based on the date the request is received.	Prorated charge for the number of classes that have met.
Summer Camps Programs	Refund requests made on or prior to May 14 are	\$10 processing fee per session

	subject to a \$10 processing fee per session. Requests after May 14 will be subject to a \$30 processing fee per session. A \$10 withdrawal fee per session will be charged for cancellation of extended care. No refund after program has started.	before May 14. \$30 processing fee per session after May 14 and \$10 processing fee per extended care session.
Clinics and GYC Mini Camps	Withdrawal requests that are received prior to start of program are subject to a \$10 processing fee per session. Requests received on or after the start date will be subject to a \$30 processing fee and refunds will be prorated based on the date the request was received.	\$10 processing fee per session before start of program. \$30 processing fee after start and prorated charge for the number of classes that have met.
Senior Center Classes & Trips	Withdrawal requests that are received before start of program will be refunded less a \$2 processing fee. If request is received on or after the start date, refund will be prorated based on the date received and processing fee will be applied. Withdrawal fee for trips equals cost of ticket or seat, unless admission can be resold.	\$2 processing fee. Prorated charge for the number of classes that have met. Trips – cost of ticket or admission.
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Even if not specifically listed, all program and activity withdrawals may be subject to processing fees. For information, contact Department of Parks, Recreation and Culture administrative offices at 301 258-6350. • If the Department cancels a program, activity, event or performance for any reason, or changes the location or time of a program and customer cannot attend, a full refund will be granted. • Full refund will be granted if the skill level of the class or activity is not appropriate for participant and an alternative class/activity is not available. • All refunds will be issued to the payer in form of debit or credit card reversal. All others will be refunded via check. Refunds will be processed within 2-4 weeks of receipt of request. 		