

**POLICY STATEMENT 179**  
**Registration and Refund Policy**

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Effective: 12/14/2017

**Purpose**

To adopt a fair and equitable registration and refund policy for programs.

**Definition**

Programs: Any fee-based class, program, camp and youth sports league.

**Coverage**

This policy, upon adoption, shall be applicable to all individuals registered in fee-based programs until such time as it is modified or rescinded by the Town Council. This policy is not intended to cover polices related to special events, facility or equipment rentals, retail sales, memberships, passes, or ticketed events.

**Policy**

1. Registration

a. Residents of the Town of Cary (anyone residing within the corporate limits of the Town of Cary) will have first priority for any program, unless otherwise indicated.

Exception: Any youth sports league participant residing outside the corporate limits who is currently participating in an organized youth sports league may continue to register for that league at the dates and times that the residents may register until he/she ages out of the current league.

b. Non-residents (anyone living outside of the corporate limits of the Town of Cary) will have an opportunity to register for programs on a space available basis after Town residents have had an opportunity to register.

c. Unless otherwise indicated or pre-approved by the Department Director or designee, all program registration fees must be paid at the time of registration.

d. If a program is filled prior to the end of the registration period, a waiting list will be established, with vacancies being filled on a first come, first serve basis, unless otherwise indicated.

2. Refunds for Town Cancellations

There may be occasions when cancellations are made by the Town due to the failure of a program to meet a minimum participation requirement, an instructor vacancy, facility conflict, safety issue, or other unforeseen event. If the Town cancels a program in its entirety, registered participants will receive a 100% refund or account credit, at the discretion of the participant. If a cancellation occurs during the course of a program, the refund or credit will be prorated.

3. Refunds for Participant Withdrawal

A participant who withdraws from a program for any reason and requests a refund of payment is subject to the terms and conditions in the Registration and Refund Standard Procedure established by the town manager or his/her designee. Such procedure may include a timeframe in which the refund or credit must be requested and may include a service fee incurred for refunds.

4. Account Credit Option for Participant Withdrawal

When a participant withdraws from a program and opts for an account credit, rather than a refund, there is no service fee. Inactive credits remaining on accounts for one year will be donated to the Scholarship Fund.

5. Special circumstances related to registration and refunds not specifically covered within this policy or the Standard Procedure will be handled at the discretion of the Department Director or designee.

## **STANDARD PROCEDURE PROGRAM REGISTRATION AND REFUND**

### **Purpose**

To adopt a fair and equitable registration and refund procedure for all fee based programs. This procedure is not intended to cover refund procedures related to special events, facility or equipment rentals, retail sales, memberships, passes or ticketed events.

### **Definition**

Programs: Any fee-based class, program, and youth sports league.

Camp: Any multi-day, multi-hour full, half, mini or track-out camp.

### **Standard Procedure**

#### 1. Registration

A. Registration for each program will be accepted only within the advertised dates and times.

B. Unless otherwise indicated, registrations are only accepted by approved methods, as outlined on the Town's web site.

C. Unless otherwise indicated or pre-approved by the Department Director, all program registration fees and non-resident fees must be paid at the time of registration.

D. Per PS179, if a program and/or youth sports league is filled prior to the end of the registration period, a waiting list will be established, with vacancies being filled on a first come, first serve basis, unless otherwise indicated.

E. The Town of Cary is committed to an inclusive approach to recreation and encourages individuals with and without disabilities to participate together. For individuals with disabilities to participate as fully as possible, reasonable modifications will be provided in accordance with the Americans with Disabilities Act.

F. Registration fees and non-resident fees, if applicable, may be prorated for participants registering for programs after the program has begun.

#### 2. Program Cancellation by the Town

There may be occasions when cancellations are made by the Town due to the failure of a class or program to meet a minimum participation requirement, an instructor vacancy, facility conflict or safety issue, or other unforeseen event. In the case that the Town cancels a program, class, or league, in its entirety, registered participants will receive a 100% refund or account credit, at the discretion of the participant. In the case that a cancellation occurs during the course of a program, class, or league, the refund or credit will be prorated.

#### 3. Programs, Classes, and Leagues - Participant Withdrawal

- A participant wishing to withdraw from a class, program or league that has not been canceled by the Town must request to be withdrawn in writing at least seven (7) calendar days before the scheduled start of a class, program or league's first game. The participant will receive, at the discretion of the participant, either a 100% account credit or a refund less a 15% service fee. If the program fee is \$30 or less, a flat \$5 service fee per program will be applied instead of the percentage.
- Adult sports team registration fees are not refundable unless the league is cancelled by the Town.
- Refund/credit/transfer requests received less than seven (7) calendar days prior to the start date of a program/class/first game may not be granted.
- Non-attendance/non-participation in a program does not entitle a patron to a refund.
- A credit may be used by any family member on the same registration account.

#### 4. Camp Programs – Participant Withdrawal

- A participant wishing to withdraw from a camp that has not been canceled by the Town must request to be withdrawn at least fourteen (14) calendar days before the first day of the camp. The participant will receive, at the discretion of the participant, either an account credit or a refund less a 15% service fee.
- Refund/credit/transfer requests received less than fourteen (14) calendar days prior to the start date of a camp may not be granted.
- Non-attendance/non-participation in a camp does not entitle a patron to a refund.
- A credit may be used by any family member on the same registration account.
- Deposits are non-refundable.

#### 5. Medical/ Withdrawal

A participant may request a withdrawal due to an unforeseen medical condition less than seven (7) calendar days prior to the class, program, camp, or first game or during the course of the activity and up to seven (7) calendar days after the program ends. The request must be made in writing and is subject to verification. The participant may receive a full or prorated refund or account credit based on a case by case review.

#### 6. Satisfaction Guarantee

The Town continually strives to provide quality programs, and offers a satisfaction guarantee. In the event that the participant is not satisfied with a class or program, the participant may either repeat the program at no cost, or receive a 100% refund/account credit, at the discretion of the participant. Requests stating the reason must be made in writing within 7 calendar days of the completion of the class, program, or camp. The Town of Cary reserves the right to limit use of this Guarantee by an individual or group on a case-by-case basis after thorough review of circumstances and/or history. Exclusions: Adult sport leagues, trips, consumable program supplies, retail sales, daily admissions, facility memberships, facility rentals, special events or tickets to entertainment or sporting events are exempt from the Satisfaction Guarantee and will be handled on a case by case basis at the discretion of the Department Director or designee.

#### 7. Account Credit Option

When a participant opts for an account credit, rather than a refund, there is no service fee. The account credit is valid for one year. By choosing the credit option, the participant also agrees that credits remaining inactive for one year will be donated to the Scholarship Fund, without further contact from the Town. The Seasonal Program Brochure and Withdrawal Forms will clearly state the options for patrons to receive a refund, minus a service fee, or a credit that is valid for one year and that by choosing the credit option the patron is agreeing that credits that remain inactive for one year will be donated to the Scholarship fund at the end of the one year period.

8. Special circumstances related to withdrawal requests not specifically covered within this standard procedure will be determined at the discretion of the Department Director or designee.