

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adoption, shall be applicable to all individuals registered in fee-based programs until such time as it is modified or rescinded by the Town Council.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.