

Withdrawal & Refund Policy

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.

Withdrawing from a class or program:

- To withdraw from a class or program, the participant must submit a written withdrawal request within the following timeframe:
 - For non-summer camp programs and classes, the withdrawal request must be received **at least seven (7) calendar days** before the scheduled start of the class, program, or league's first game.
 - For summer camps, the withdrawal request must be received **at least fourteen (14) calendar days** before the first day of the camp.
- The participant will receive, at their discretion, either a full 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. If the participant requests an account credit, it can be applied to any member of the Family Account and will be valid for one (1) year.
- **To request a withdrawal, send an email to recreation.support@townofcary.org and include the name and client code of the individual to be withdrawn, the course code to be withdrawn from, and whether you would like a refund or an account credit.**

Please note:

- Summer camp deposits are non-refundable.
- Adult sports team registration fees are not refundable unless the league is canceled by the Town.
- Refund/credit/transfer requests received after the aforementioned withdrawal request deadline will be reviewed on a case by case basis.
- Nonattendance/nonparticipation in a program does not entitle a patron to a refund.
- A participant may request a withdrawal due to an unforeseen medical or hardship condition less than seven (7) calendar days prior to the class or during the course of the class and up to seven (7) calendar days after the program ends. This 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.
- Refunds for payments made by check cannot be processed for three weeks from the date payment was made for all camps.

If you have further questions, email recreation.support@townofcary.org or call the PRCR Front Desk at (919) 469-4061 during regular business hours.

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