

# ADAPTIVE RECREATION PROGRAM

## REFUND POLICY

Please read the following refund policy for courses, programs, trips and camps.

Full refunds will be granted\* when requested two weeks or more prior to the start date of the program. Refunds requested less than two weeks prior to the start date of the program will not be granted unless the vacated spot is filled. If the spot is filled, a full refund will be issued.

Medical refunds requested with a doctor's note prior to the start date of the program will be granted in full. A prorated refund will be granted if the session has already begun.

If for some reason a participant is unable to make it to a ticketed event/outing and tickets have been purchased, there will not be a refund issued.

Courses canceled by the Grapevine Parks and Recreation department due to low enrollment or other circumstances will result in one of the following:

1. The participant may register for another available course, or
2. The participant may have his/her money kept on account to use at a later date, or
3. The participant may request a full refund.

*\*Participants paying by credit card will have the refund amount credited to that credit card account. Payments made by check or cash will be refund by check, which can take up to 2 weeks to process.*