



Whitemarsh TOWNSHIP

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WHITEMARSH TOWNSHIP REFUND POLICY

The Whitemarsh Township Parks and Recreation Department reserves the right to cancel any program, trip, or camp due to insufficient participation. On the occasion that the department cancels a program, a full refund will be given in the form of check or credit card used for payment. Refunds take at least two-three weeks. There are no cash refunds.

PROGRAM REFUND

Participant request for refund:

- A participant may request to be removed from a program but must do so one week prior to the program start date to receive a full refund, less \$5.00 processing fee, or a full credit to be used within one year of issuance.
- Participant requesting a refund within one week of the program start date will receive a 50% refund or credit. At this point, supplies have already been ordered for all programs.
- Any participant removed from group swim lessons due to height requirements will receive a 50% refund.
- Once program starts, no refunds will be issued.
- We do not pro-rate for late registration.
- Refunds / credits are not given for any classes you choose not to attend.

Internet Registration Refunds:

- When requesting a refund from a program registered via the internet, the above refund policy will apply with one exception:
- Participants will pay either the \$5.00 processing fee or the internet processing fee, whichever is greater.
- Refunds will not be issued until the department has been paid by Active.com.
- Refunds will be issued by check.

TRIP REFUND

- Refunds must be requested one month prior to trip date to receive a full refund, less \$5.00 processing fee, or a full credit to be used within one year of issuance.
- Within one month of trip date, participant will receive a 50% refund or credit.
- Within two weeks of trip date, no refunds will be issued.

CAMP REFUND

- Refunds must be requested one month prior to camp start date to receive a full refund, less \$5.00 processing fee, or a full credit to be used within one year of issuance.
- Within one month of camp start date, participant will receive a 50% refund or credit.
- Within two weeks of camp start date, no refunds will be issued.

“A GREAT PLACE TO LIVE AND WORK”