

## Cancellation & Refund Policy

### Participant Cancellation Policy

- Participants who make a written cancellation request 7 or more days prior to start of activity will receive a full refund.
- Participants who make a written cancellation request less than 7 days prior to start of activity will be charged a \$25 processing fee or an amount equal to half their total activity fee (whichever is less). The remainder of the activity fee will be refunded.
- Participants may elect to receive a full credit towards another comparable activity. The credit must be used within one year of issuance.
- No refunds or credits will be issued after starting date of activity.
- Please allow up to four weeks for all refunds.
- Optional fees may apply to some programs.

### GCPR Activity Cancellation Policy

If GCPR cancels an activity in which you are enrolled, you will be notified by a staff member. The following options will be given:

- You may transfer into another activity if openings are available.
- Your account can be credited for future use. The credit must be used within one year of issuance.
- A full refund will be processed. Please allow up to four weeks for all refunds.

### How to Request a Refund

Submit your refund request in writing, with a copy of your receipt in one of these three ways:

**Walk In:** Visit a Community Recreation Center (for a complete list, go to [www.gwinnettparks.com](http://www.gwinnettparks.com))

**Fax In:** 770.822.8817

**Mail In:** GCPR Registration  
75 Langley Drive  
Lawrenceville, GA 30046

### How Refunds are Processed

After your written request is processed, your refund will be processed in one of two ways:

- **Credit Card Transactions** Credit will be issued to the original account according to the cancellation policy printed on the receipt.
- **Cash/Check Transactions** A refund check will be mailed to the address provided on the registration form, according to the cancellation policy printed on the receipt. Please allow up to four weeks for all refunds.