Program Registration Cancellation and Refund Policy

a) Full refunds will be issued for any class or program cancelled by HARD.

b) Program refunds of $100 or more will be automatically made as refunds, not credits, and returned in the form of the original payment. Customers can opt for a credit for program withdrawal or cancellation for amounts less than $100. However, this credit will be kept on your ACTIVE account through the end of the calendar year only. If not used, a refund of that credit amount will be issued.

c) Cash payments are refunded by District check and can take up to 30 days. Refund checks will be made to the primary account contact and will be mailed to the home address on file. Please be sure your account information is up to date.

d) Processing Fees: All transfers and withdrawals will incur a processing fee of $5 for each activity/class that you withdraw or transfer from.

7 Days/1 Week Prior Notice to District:

e) For a full refund, [minus the $5.00 processing fee], you must notify the District online, in person or over the phone at least 7 calendar days [one week] before the program begins or the registration deadline.

f) For example, for activities and programs that start on a Monday, you must notify us by 5:00 p.m. the Monday prior. The last day to withdraw from a Saturday or Sunday program is the prior Monday.

Less than 7 Days Notice or After the Program Begins:

g) Refund requests made less than 7 days notice or after the program begins are not guaranteed. Each case will be reviewed on an individual basis. If approved, the refund will incur a 50% processing fee or be prorated based on the number of classes attended or that have passed.

h) Failure to attend a program (no shows) will not be granted a refund.

i) Refunds will not be issued for requests received after the program is finished.