



City of Tigard

PARKS & REC

Recreation Cancellation & Refund Policy

This policy applies to all recreation programs offered by Tigard Parks & Rec.

- Tigard Parks & Rec reserves the right to cancel programs due to low enrollment or unforeseen circumstances. If a program is cancelled by Tigard Parks & Rec, a full refund or credit will be issued.
- Tigard Parks & Rec reserves the right to change or combine programs and will make every effort to notify participants of any changes.
- All requests for refund will be charged a 25% service fee based on the program's original standard charge. This fee will not exceed \$75.00.
- All refunds are issued via check and may take an additional two to four weeks for processing.
- Any person may request a credit in lieu of a refund. Credits will not be charged a service fee but can only be used for other Recreation programs that use ActiveNet registration.
- A request for refund, or credit, must be received in writing. Email (recreation@tigard-or.gov) is an acceptable form of communication.
- Refund and credit requests must be made by the following deadlines:
 - **For regular programs:** at least five business days prior to the first day of the program.
 - **For camps:** at least ten business days prior to the first day of camp.
- Refunds and credits will not be issued if the request is made after the program request deadline has passed. Exceptions are available only in extraordinary circumstances and must be approved by the Recreation Coordinator.
- There will be no refund, partial refund, or credit issued for any reason once the program has started, including for vacations or scheduling conflicts.

Effective September 1, 2021