

REFUND REQUEST FORM

Refund Request Policy

The Chesterfield Township Parks, Recreation, and Senior Services Department will consider refunds for programs and sports leagues under the following circumstances.

1. If a program is cancelled by Chesterfield Township, the participant will receive a full refund.
2. Refunds cannot be processed for one-time programs, bus trips, ticket sales or special events.
3. For programs meeting three times or less, refunds requests must be made prior to the first meeting.
4. For programs meeting four times or more a refund will be considered prior to the second scheduled program meeting. A refund request will be accepted and reviewed by submitting a Refund Request Form. A processing fee of \$5.00 or 10% of the program base price will be assessed to all approved refunds. Additionally, any cost incurred by the Leisure Services Department (uniforms, tickets, apparel, food, supplies, equipment, contractual expenses etc.) will be assessed against the fee to determine the refund. Refunds will not be processed after the second scheduled program meeting.
5. Refunds for in-person registrations will be issued by check from the Finance Department. Please allow approximately 3 to 4 weeks for checks to be issued. Refunds for online registration transactions will be returned to the credit card used for purchase.
6. Refunds to payments issued by check require a 10-day waiting period prior to processing.
7. Transaction/Convenience Fees for payments made by credit card (in-person or online) are non-refundable.
8. In-house credits are not available. If a transfer to another program is requested, the participant will be fully refunded and charged separately for the full fees of the newly requested program.
9. Summer Day Camp refunds will only be considered until June 10th of each year. Program costs and material fees will be assessed to determine the refunded amount.
10. All participant-initiated refund requests should be made in-writing and submitted to Leisure Services Management for approval. Written documentation of the refund request is required to protect the department and the requestor.
11. All refund requests are subject to review by Township employees and the Treasurer's Office.
12. Chesterfield Township Department of Parks, Recreation, and Senior Services reserves the right to review these procedures and administer refunds in the best interest of the participants and by generally approved accounting procedures.

****Please email this completed form to mcarr@chesterfieldtwp.org for the refund to be processed.**

Refunds will be sent back to the customer via mailed check or credit card return.

Participant's Name: _____

Program: _____ **Program Start Date:** _____

Reason for Request: _____

Signature: _____ **Date:** _____

STAFF USE ONLY

Updated 6.14.2023

Customer's Method of Payment: In-Person (cash, check, CC) _____ Online _____

Amount Paid: _____ **Processing Fee:** _____

Program Material cost: _____ **Total Refund Amount:** _____

Approved By: _____ **Date:** _____