



City of **Saratoga** Recreation Department

REFUNDS & TRANSFERS

The City of Saratoga Recreation Department is proud of the quality programs and camps we are able to offer to the community. In the event a participant chooses to withdraw from an activity, transfers or refunds will be granted according to the following criteria:

REFUNDS & TRANSFERS FOR CLASSES – With a ONE WEEK notice before a class begins, you may request & receive a refund, less a \$15 processing fee per person for each activity. If you are unhappy with a class that you have attended, let us know right away. If you have attended the first two classes & we cannot resolve your concerns, we will send you a refund, less a \$15 processing fee per person for each activity. If you choose to transfer (must be within the quarter), the full amount of your enrollment fee will apply to any course you select. Refunds or transfers are not available once the class or program has met three times.

REFUNDS & TRANSFERS FOR CAMPS – With more than 14 days notice, refund of camp fee less a \$15 process fee plus 20% of the camp fee per person for each activity. You may transfer to another camp within the season and the full amount of your enrollment fee will apply to any camp you select. Refunds do not apply to City-coordinated camps.

- 14 days or less prior to start of camp: No refunds or transfers. If you are unhappy with a camp that you have attended, let us know right away. If you have attended the first two days and we cannot resolve your concerns, we will send you a refund, less a \$15 processing fee per person for each activity. Refunds or transfers are not available once the camp has met 2 times.

NO REFUNDS or TRANSFERS for Trips or City-conducted camps. Please be sure of your selection. If the trip or City-conducted camp is canceled by the Recreation Department, you will receive a full refund or you can request to transfer to another activity.