

South Whidbey Parks & Recreation District

PO Box 136, Langley, WA 98260

Our Satisfaction Guarantee Policy is:

- 1) Full refunds will be given for classes cancelled by South Whidbey Parks & Recreation District.
- 2) If you need to cancel your registration before the second class, we will refund your full registration, minus a \$5.00 processing fee, or issue a credit good for one (1) calendar year, for the full registration fee.
- 3) If after your first class you are not completely satisfied with your experience, we will refund your full registration, minus a \$5.00 processing fee, or issue a credit good for one (1) calendar year, for the full registration fee.
- 4) After the second class, a refund or credit will not be issued.
- 5) To request a refund, a Refund Request Form must be submitted to the SWPRD office. Please be aware that refund requests may take up to 45 days to process.
- 6 Refunds will not be issued from a credit.
- 7) Refunds will not be issued for programs costing \$5.00 or less (unless cancelled by SWPRD).
- 8) One day classes, trips, camps or special events are not covered under this policy (no refunds or credits available).
- 9) Skyhawks, British Soccer and other contracted programs have their own refund policies.

REFUND REQUEST

Participant Name _____ Date Received _____

Requestor/Payee _____ Phone _____

Mailing Address _____ City _____ Zip _____

Program Name _____ Date/Session _____

Reason _____

Signature _____ Date _____

For Office Use

Cancelled After 2nd class _____ Unsatisfied _____ Desire a credit _____ SWPR CANCEL _____

Program cost \$ _____ \$5.00 Processing Fee _____

Refund amount \$ _____ Credit amount \$ _____ Approved by _____ on _____