

City of Vandalia Parks & Recreation Department Refund and Cancellation Policies

The Vandalia Parks & Recreation Department (VRPD) seeks to provide high quality facilities, programs and services. We offer a vast array of services and programs, and we recognize that refunds may be requested for various situations. Below you will find our refund policies:

Refund Options

- Credit card refunds will be credited to the original card and could take up to three weeks to receive refund. Credit card refunds, without asking for additional credit card information, need to be requested within 45 days of the initial transaction. If the credit card refund request is after 45 days of the initial transaction, the patron will need to call the Administrative Coordinator to provide additional credit card information. If the patron cannot provide a credit card number, then the patron will receive a check refund from the Vandalia Finance Department.
- Cash/check transactions will be issued by check and processed by the City of Vandalia's Finance Department and could take up to five weeks to receive the refund.
- Refund requests may also be refunded in the form of a Vandalia Parks and Recreation Department (VRPD) gift card. VRPD gift cards can be utilized for programming fees, memberships or daily admissions at the Vandalia Recreation Center and Cassel Hills Pool. If refund is in the form of a gift card, the administrative fee will not be assessed. Refund request in the form of a gift card could take up to three weeks to receive the refund.
- Refund requests in the form of credit card or check must be at least \$15.00 prior to the assessment of any cancellation/administrative fees.
- Please note: Refunds will not be issued in the form of household credits.

Program Policy

- All classes/programs must have a minimum number of participants to be conducted. The Vandalia Parks and Recreation Department (VRPD) reserves the right to make any necessary revisions in programming up to the day of the program. This includes but not limited to cancelling, combining, changing time and/or date of the program.

One-Day Programs

- You must contact the corresponding Recreation Supervisor/Coordinator at least 24 hours before a one-program to receive a refund. Programs expenses include buying supplies, providing staff and other costs. Your fees contribute to the expenses of the program, so you must contact the Recreation Supervisor in advance, before the program to be considered for a refund.
- Refund requests for one-day programs must be communicated to the corresponding Recreation Supervisor/Coordinator for approval.
- A \$5.00 administrative fee will be assessed unless written documentation of a life altering reason is submitted to and approved by the Recreation Supervisor.
- No administrative fee will be assessed, and a full refund will be given if VPRD cancels the program. If adjustments are made by VPRD to the program time or day and the participant cannot attend, a full refund will be issued, and no administrative fee will be assessed.

Multiple-Day Programs

- Refund requests for multiple-day programs must be communicated to the corresponding Recreation Supervisor/Coordinator for approval.
- For any reason, if a participant wants to withdraw from a multiple-day program after the session has begun, the request must be made prior to the midpoint of the program; the prorated number of remaining classes may be refunded.
- A \$5.00 administrative fee will be assessed unless written documentation a life altering reason is submitted to and approved by the recreation supervisor.
- No administrative fee will be assessed, and a full refund will be given if VPRD cancels the program. If adjustments are made by VPRD to the program time or day and the participant cannot attend, a full refund will be issued, and no administrative fee will be assessed.

CampREC

- No refunds will be issued for camp or field trip payments unless written documentation of a life altering situation is submitted to and approved by the Recreation Supervisor.
- Weekly Enrollment
 - If a participant is unable to attend any week of camp for which they are enrolled, the Camp Supervisor must be contacted in writing 10 days prior to the week enrolled. If this is completed, you will not be held responsible for the fees owed that week but the down payment for the day will be forfeited – this will be permitted TWO TIMES per child during the camp season. If 10 days' notice is not given, you will be responsible for the day's payment regardless of attendance.
- Daily Enrollment
 - If a participant is unable to attend any day of camp for which they are enrolled, the Camp Supervisor must be contacted at in writing 10 days prior to the day enrolled. If this is completed,

you will not be held responsible for the fees owed that day but the down payment for the day will be forfeited – this will be permitted TWO TIMES per child during the camp season. If 10 days' notice is not given, you will be responsible for the day's payment regardless of attendance.

- Sick Child
 - Each child enrolled in camp is permitted two transfers of days per camp season, provided there is an opening for the requested day. After the two transfers, payment must be made whether the child attends.

Youth Athletics

- **BEFORE TEAMS ARE SELECTED**
 - Refund requests must be communicated to the Recreation Supervisor for approval.
 - A refund request may be approved if a player withdraws before teams are selected.
 - A \$5.00 administrative fee will be assessed on all refunds unless written documentation of a life altering situation is submitted to and approved by the Recreation Supervisor.
- **AFTER TEAMS ARE SELECTED**
 - Refund requests must be communicated to the Recreation Supervisor for approval.
 - Refunds requested after the selection of teams and before the midpoint of the season may receive up to 50% of the registration fee. The midpoint of the season is determined by the first day of practice date and the conclusion of the regular season.
 - No refunds will be approved after the midpoint of the season.
 - A \$5.00 administrative fee will be assessed on all refunds unless written documentation of life altering situation is submitted to and approved by the Recreation Supervisor.

Adult Athletics

- **BEFORE MANAGER'S MEETING/FIRST GAMES OF THE SEASON**
 - Refund requests must be communicated to the Recreation Supervisor for approval.
 - A refund request may be approved if a team withdraws prior to the manager's meeting/first games of the season.
 - A \$35.00 administrative fee will be assessed.
- **AFTER MANAGER'S MEETING/FIRST GAMES OF THE SEASON**
 - No refunds will be approved after the manager's meeting/first games of the season.

VPRD Youth Baseball/Softball Tournaments:

- Refund request must be communicated to the Recreation Supervisor for approval.
- If VPRD cancels a division, a full refund will be issued.
- If a team drops from the tournament ten business days prior to start of tournament- a full refund minus \$35.00 administrative fee will be issued.
- If a team plays:
 - One game- 50% refund
 - Two games- 25% refund
 - Three games- no refund

Vandalia Recreation Center Birthday Party & Facility Rentals (during VRC Operational Hours)

- Credit card refunds will be credited to the original card.
- Upon cancellation of a reservation at least two weeks from the scheduled party, the City will refund the rental fees collected, less a \$15 administrative fee. Upon cancellation of a reservation less than two weeks before the party date, the City keeps rental fees up to half of paid party fees. Should the renter wish to reschedule, the new party date must be reserved at least 21 days prior or after the original event date. If the facility is not available for the rescheduled date or the request to reschedule 21 days after the initial party date, renter is subject to the cancellation policy above.
- Cancellation and/or administrative fees may be waived if written documentation of illness, injury, family emergency, relocation, or other reason is submitted and approved by the Recreation Rental Coordinator.
- No cancellation fee will be assessed if VPRD cancels rental due to weather or other extenuating circumstances.
- Please note that refunds will not be issued in the form of household credits.

After-Hour Rentals (Non-Operational Hours) Vandalia Recreation Center & Cassel Hills Pool

- Cancellation must be requested in writing ten days prior to the date of the rental to receive a full refund, minus a ten percent administrative fee. If the refund request is made less than ten days prior to the rental date, no refund will be issued.
- If a cancellation request is made less than ten days prior to the rental and written documentation of life altering reason is submitted and approved by the Recreation Coordinator, a refund up to 75% may be considered.
- No cancellation fee will be assessed if VPRD cancels rental due to weather or other extenuating circumstance.

Baseball Field Refund Policy

- **Non-weather related cancellation**
 - All refund requests must be communicated to the Recreation Coordinator. A 100% refund may be granted if cancellation occurs at least three days prior to requested date.
 - A 75% refund may be granted if cancellation occurs less than three days prior to the requested date and before field prep occurs.
- **Weather related cancellations**
 - If a game starts and is cancelled before three complete innings, teams will receive a 50% refund on game fee. Number of innings played must be verified with VPRD Site Supervisor in order to be eligible for the 50% refund. After three complete innings, there will be no refunds issued.

Soccer Field Refund Policy

- **Non-weather related cancellations**
 - All refund requests must be communicated to the Recreation Coordinator. A 100% refund may be granted if cancellation occurs at least three days prior to requested date.
 - A 75% refund may be granted if cancellation occurs less than three days prior to the requested date.
- **Weather related cancellations**
 - If a game starts and is cancelled before halftime, teams will receive a 50% refund on game fee. Stoppage time must be verified with VPRD Site Supervisor to be eligible for the 50% refund. After halftime, there will be no refunds issued.

Membership Cancellation (Vandalia Recreation Center & Cassel Hills Pool)

Paid in Full Memberships

- Cancellation requests for membership must be requested in writing and are subject to a \$50.00 cancellation fee.
- Cancellation fees can be waived if written documentation of injury, death, relocation or other life altering reason is submitted and approved by the Administrative Coordinator.

Electronic Fund Transfer Memberships (EFT)

- Notice of cancellation must be made in writing and must be received at least ten days prior to the EFT draft date (15th of each month).
- A \$50.00 cancellation fee may be assessed if cancellation of your EFT occurs in any month other than your membership origination month (anniversary month). The cancellation fee will be your last automatic EFT withdrawal unless you pay the fee separately.
- Cancellation fees can be waived if written documentation about illness, injury, relocation or other reason is submitted and approved by the Administrative Coordinator.

Punch Pass Refunds (Track, Drop-In-Fitness, Daily Visit, Senior Strength)

- Refunds must be requested within two years of the purchase date. The amount refunded will be for the unused visits.
- Cancellations and refund requests for punch passes must be made in writing and are subject to a \$5.00 cancellation fee.
- Cancellation fees can be waived if written documentation of injury, death, relocation or other life altering reason is submitted and approved by the Administrative Coordinator.

Gift Cards

- No refunds will be issued.

Daily Admission Refund Vandalia Recreation Center

A refund can be processed for daily admission, drop-in fitness class, childcare visit or climbing wall visit if the refund total is \$25.00 or less, the refund is the same tender as the payment and the tender of payment is cash or credit card and the patron completes the *Refund Information Form*. All refunds for daily admission must be approved by the Manager on Duty.

If the refund request is over \$25.00, contact the Vandalia Recreation Center Facility Manager.

Senior Center

Memberships

- No refunds will be issued.

Van Tran Registration and Trip Fees

- No refunds will be issued.

Facility Rentals

- Payment, in full, is required to be made at the Senior Center at least 2 weeks in advance of rental. If cancellation occurs after payment is made, there will be a \$20 fee assessed to paying rentals.