



## **Policy: Refunds - Update**

Policy Number: POL.A.07.05

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Authorized by:   
Board Chair

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References: Policies CAPRA 1.4.1

### **POL.A.07.05 – Refunds**

#### **Satisfaction Guarantee**

GSC Parks is constantly striving to provide high quality recreation programs and activities and is so confident that guests will enjoy the programs that the promise of quality is backed by a Satisfaction Guarantee. GSC Parks guarantees that guests will be satisfied with recreation programs in which they participate. If a guest is not satisfied, input in the form of suggestions, comments, or ideas for improvement, is always welcome. A participant who is not completely satisfied must call or stop by the guest service desk before the second program (meetings and practices included) is over. The guest service staff will assist the participant in completing a Satisfaction Guarantee request form. If the guest wishes to discontinue the program, GSC Parks will then do one of the following:

- Allow the guest to repeat the program at no charge.
- Issue a credit for fees paid toward another program (if available).
- Issue a refund.

The purpose of the Satisfaction Guarantee is to ensure that every guest has the opportunity to express a concern about a program in a timely manner and allow GSC Parks to have the opportunity to resolve the concern to the guest's satisfaction. It is not the intent of this policy to allow guests to participate in any variety of programs and receive a full refund. By detailing specific deadlines and requirements, guests and staff alike will have a clearer understanding of the purpose of the policy. The Satisfaction Guarantee policy demonstrates GSC Parks commitment to the community. The Satisfaction Guarantee does not include adult athletic leagues, trips, and one-day events.

#### **Medical Refund Requests**

In the case of a medical refund request, a doctor's note stating a release must be provided before a prorated (cost of remaining program meetings) credit or refund will be granted.

#### **Other Refund Requests**

Refund requests for special programs such as trips, camps and one-day programs must be received two weeks before the first program meeting to be eligible for a refund. Refunds within two weeks of the start date of these programs will be considered only if the vacated spot can be filled with another participant.

There is a \$25 service fee for refunds processed for camp programs and a ~~\$3~~ \$5 service fee for all other programs. Refund requests will be processed within 10 business days. Refund checks will be issued in the participant's name unless the refund will be issued to a minor and the parent or guardian requests a change at the time of the refund request. Refunds for program fees paid by credit cards will only be issued to the original credit card used. Deposits are non-refundable unless otherwise noted.

Unless otherwise noted, all other refunds must be requested before a program meets for the second time or no refund will be issued. These refunds will be pro-rated (cost of remaining program meetings).