Refund Policy

Dropping from a Recreation Program

Refund Policy

If you wish to drop or transfer to another available program, contact us five (5) full business days before the program start date for a credit or refund. A refund will be given if the department cancels the program or for medical reasons that can be verified by your doctor. No refunds shall be issued for non-attendance, monthly/annual passes, or material fees. All requests received within five (5) business days must be approved or denied by the City of West Sacramento Parks and Recreation Department. All refund checks will be processed through the Finance Department and mailed to you within 4-6 weeks. Parks & Recreation management can review refund requests on a case by case basis should special circumstances arise.

Returned Check Policy

The return check fee will be a flat $30 per check returned. A hold will be placed on the account and account holders will be unable to participate in programs until the returned check payment is made.