

Refund Policy

1. If a program is cancelled by Harrisonburg Parks & Recreation due to minimums not being met, instructor availability, or schedule conflicts, a refund for the full amount will be issued via the customer's choice of refund options (see below).
2. If an individual chooses to cancel his or her registration prior to the class beginning, he or she will receive a full refund minus a \$10 administrative fee via the customer's choice of refund options (see below).
 - a. If you are transferring from one section to another section of the same class or taking a household credit, you are not subject to the \$10 administrative fee.
3. If an individual chooses to cancel his or her enrollment on or after the first day of class, **NO** refund will be issued.
4. Notes –
 - a. No refunds will be issued for less than \$10
 - b. Customer will receive a refund unless there is an existing household balance. In such a case, this refund will be directly applied as a credit to that balance.
 - c. The \$10 administrative fee is applied to each class withdrawn.
 - d. Refunds will be handled through the administrative office from 8am-5pm, Monday-Friday

**This refund policy does not apply to the SOAR after-school program, SOAR Summer program or Westover Preschool. For more information, please call 540-433-9168 for Westover Preschool and 540-434-2474 for SOAR.

Refund Options

1. **Household Credit** – if the customer wants to have the refund posted to his or her account, a credit will be issued. Household credits can be used towards the payment of future Parks & Recreation classes, programs, passes, and facility rentals.
2. **Check** – if the customer paid by cash or check and would like a check issued from the City Finance Department, a check will be issued within 2-4 weeks.
3. **Credit Card** – if the customer paid with credit card, he or she can have a refund applied to the credit card that was used during registration. Credits may take 3-5 business days to appear on customer's statements after processing.

Harrisonburg Parks & Recreation does not refund cash.