

# **City of Clovis Community Services Recreation and Senior Services refund policy**

## **Policies Related to Classes or Programs Offered Through the City of Clovis Recreation Section and The City of Clovis Senior Section.**

Community Services offers several types of classes and programs to the public. Daily Activity/Activities are defined as a single class or Session on a single day. Program, Camp or League, is a program that meets on a specific time at a specific location for a designated length of time.

- Registration fees are fully refundable for Daily Activities if notification is received prior to the class beginning. No refunds will be given for notifications received after the class has started.
- Registration fees are fully refundable for a Program, Camp and Youth League if notification is received by the end of the first meeting day.
- Registration fees are fully refundable for Adult Sport Leagues if notification is received prior to the team schedule being made.
- The registration fees are non-transferrable to another student.
- Proration for any class is not available except in cases of unavoidable emergencies.
- Pool Room fees are a flat \$10 per month whether the user visits regularly or infrequently. No refunds for pool room fees.
- Refunds will be issued back to the credit card/debit card that paid for the class or in account credit.
- Participants can't transfer programs/classes after the first meeting.
- If the participant circumstances fall outside of these guidelines and the participant feels that they should receive a refund, the participant must submit a signed appeal letter, along with payment verification, to the facility manager for review. The participant will receive a determination notice from the facility manager within 14 calendar days.

### **Refund Policy for Trips and Tours**

- A full refund will be provided to a participant who cancels 14 or more days prior to the trip. Those cancelling within 13 days of the trip will not receive a cash refund.
- If you are unable to attend the trip within the 14-day prior window, you are responsible for finding another senior to take your place. In the event you have another person take your place, the substitute will reimburse you for the cost of the trip. The senior center will not refund you the funds. Please let the Recreation or Senior Center know the name of the person taking your place so a name badge can be created. The substitute must have a completed a participant registration form and Waiver of Liability on file or complete and submit one at least two business days prior to the trip departure.

- If you do not find a replacement and do not show up for the trip, the trip fee is forfeited.
- Trips cancelled by the senior center, recreation center, or the transportation service will be given full refunds.

**Trip Activity Levels/ Special Needs:**

- Trips may include extended periods of walking and/or standing and stairs, or multiple times off and on the bus. Individuals with accessibility concerns, special needs, or questions call the Clovis Senior Activity Center, (559) 324-2756 or Clovis Recreation Center, (559) 324-2776. Most buses have limited space for wheelchair securement and per the American's with Disabilities Act, the spaces for wheelchairs are on a first come, first reserved basis. Please inform staff when you make your reservation if you have any accessibility concerns.

**Policies Related to the Sales of Third Party Items**

The Clovis Senior Activity Center sells Fresno County Measure C Taxi Scrip for your convenience. Measure C Taxi Scrip is non-refundable and not transferable per the policy of the program agency. Any questions regarding the refund policies should be directed toward the program agency.

Items sold at bake sales, rummage sales, car shows, or other similar venues are sold **AS IS** with no refunds or exchanges.