

REFUND REQUEST FORM

To request a refund for a Parks and Recreation Department Program, complete Sections 1-4 below:

SECTION 1: General Information

Main Contact (Full name): _____

Program Participant (If different from above): _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

SECTION 2: Program Information

Program Name: _____

Program Date: _____

Facility: _____

Receipt #: _____

SECTION 3: Reason for Withdrawal/Cancellation

- Class/Program/Camp Cancellation
- Conflict of Dates
- Medical (Attach health care provider documentation)
- Other (Explain) _____

SECTION 4: Method of Payment for Program or Rental

Program Fee(s) Paid: \$ _____ Date(s) Fees Paid: _____

Please choose Refund Type: Check (3-4 weeks) Account Credit (immediate)

X _____ Staff Initial _____

Parent/Guardian or Adult Participant Signature

Date

FOR OFFICE USE ONLY

Program/Rental Fee(s) _____ Less: Non-Refundable Fee(s) _____

BALANCE TO BE REFUNDED \$ _____ Entered in RecTrac _____

Date Refund Processed _____ By _____

PLEASE FILL OUT IF REFUND BY CHECK:

Budget Code: 011.8000.347 Sent E-Mail to Finance Dept. _____

EDEN: Pay to Code # _____ Doc # _____ Notes: _____

REFUND POLICY

We understand that things come up and you may need to cancel participation in a program, camp or class. In these instances please complete the Refund Request Form. We encourage you to apply the refund to your account as a credit for future use. However, you may also request a refund in the form of a check. Unfortunately, we are not able to issue refunds if a cancellation is a result due to a safety concern, natural disaster, inclement weather, non-attendance of a child from any program or any other condition outside of our control. Below please find the Refund Policies for each corresponding activity. We reserve the right to cancel under-enrolled programs, camps or classes for which a full refund will be issued. No refunds will be issued for \$25.00 or less. Refunds, regardless of original payment method, will be issued by check. Please allow approximately 3 to 4 weeks for check to be issued.

- **SUMMER CAMP, SPECIALTY CAMPS, CLASSES AND PROGRAMS REFUND POLICY**

Due to the seasonal nature of our camps, classes & programs, their popularity and limited space, we are precluded from issuing any refunds or credits within two weeks of the program start date for any cause. Refund requests must be received in writing two weeks prior to program start date to receive a 50% refund OR a full credit to be applied to a sibling or another program within the same fiscal year.

- **AFTER-SCHOOL PROGRAM REFUND POLICY**

Refunds requests must be received in writing seven days in advance of program start date to receive a full refund, less the \$25.00 administrative fee. Refunds requests made after the seven day grace period may be eligible for a refund or credit. Dates of attendance may alter the amount (if any) of refund. Refunds can be disbursed in one of the following ways:

- A 50% refund of the total fee (A check will be issued 4-6 weeks after a request is received; NO Cash Refunds). **OR**
- A full credit less the \$25.00 administrative fee to be used for another Recreation class, camp, or program.

Credit must be used within the same fiscal year. After this period, any unused credits will be voided. Credit issued has no monetary value. No refund/credits will be issued after the three week period.

- **PROGRAM CANCELLATIONS**

In the event of program cancellations due to, but not limited to, lack of enrollment, force majeure, etc. a credit will automatically be applied to your RecTrac account to use for future programming. If you would like to request a refund by check, please send a Refund Request form to recreation@miamibeachfl.gov.

- **MEDICAL CANCELLATION POLICY**

We understand that medical issues may occur. If you are cancelling due to a medical condition, please complete a Refund Request Form and provide documentation from a health care provider/doctor. The refund amount will be issued for unattended days. These requests will be considered on a case by case basis.