

ABE MONTOYA RECREATION CENTER AND RECREATION DEPARTMENT

Refund Policy & Procedure

Administrative Regulation A11-194

The purpose of this Administrative Regulation is to set forth the conditions governing the process in issuing Refunds and/or Corrections

CANCELLATION:

If the recreation department staff cancels a program, class or special event, all fees will be refunded.

WITHDRAW PRIOR TO DEADLINE:

If a participant withdraws prior to posted deadline, or three (3) business days before the first class, session, or special event (excluding weekends & holidays), you will receive a full refund.

NON ATTENDANCE:

If participant does not attend a class or special event and wish to withdraw after the deadline, or 3 business days before, you will receive a 50% refund. No refunds will be given after the class or the onetime event has taken place.

DISSATISFIED:

If you are dissatisfied with a program after the first class, or session, you must inform this office before the second class of the session, and we will issue a 50% refund at this time. No refunds will be given after the second class of a session.

REFUND:

All refund requests must be submitted to the Recreation Division Managers office for approval within 3 business days. Refunds take about 14-21 days to process. We do not provide cash refunds. A request will be approved by Recreation Division Manager, submitted to Finance Department and must be approved by Finance Director to process refund. Forms may be obtained from the Recreation office.

INJURY:

If injury occurs to a participant that prevents the participant from continuing, you may request a prorated refund of the activity fee.

SUMMER DAY CAMP: 100% refund given if the office is notified that participant will withdraw before starting the first day of program or session. 50% refund will be given in the first 10 days of the program. (Excluding weekends and holidays) No refunds will be issued after the second week of the summer camp.

YAFL/YABL - 100% refund prior to issuing of equipment and/or uniforms. 50% refund will be given in the first 10 days of the program beginning the day equipment/uniform is issued (excluding weekends and holidays).

TOURNAMENTS:

Unless otherwise specified in tournament rules, once a team is placed on a schedule/bracket, no refunds will be given.

The City of Las Vegas Abe Montoya Recreation Center has the discretion to deny, change or adjust procedures