



NEWPORT PARKS & RECREATION REFUND & CANCELATION POLICY

GENERAL

Refunds will be applied to outstanding household accounts before any refund will be made.

A full refund will be automatically granted if a program or activity is cancelled by Newport Parks & Recreation.

Refunds will be issued back to the payer or may be credited to a current Parks & Recreation account-holder. Account credits are valid for one year from the date it is added to the account. By choosing the credit option, the participant agrees that credits remaining inactive for one year will be donated to the Parks & Recreation Department scholarship program, without further contact from the Department.

Newport Parks & Recreation reserves the right to cancel or postpone classes that don't meet minimum enrollment up to 48 hours before a class or program begins. In this event, you will receive a full refund.

No refunds will be issued for unattended classes or events. It is the responsibility of the participant to note the date of class. Reminders will not be sent out.

Refunds take approximately three to four weeks to process.

Some programs and activities do not qualify for a refund and in most cases will be noted in our program guide or on the registration form.

REFUND PROCESSING FEE

Unless otherwise noted, all refunds including credit card refunds are subject to a \$10 processing fee.

CREDIT CARD REFUNDS

Credit card refunds will be requested through a Credit Card Refund Request form.

Credit card refunds may only be refunded to the card used for purchase.

Refunds will be issued back to the payer or may be credited to an account.

Newport Recreation & Aquatic Center refund policies apply to credit card refund requests, with additions as noted on the Refund Request form.

CLASSES/ACTIVITIES/PROGRAMS

When a refund is requested for a program or class before the second class, they may receive a prorated refund minus the \$10 processing fee.

When a refund is requested four or fewer calendar days prior to the first activity meeting or once a class or activity has started, a refund shall be issued ONLY if:

- You move out of town
- You are medically unable to participate (Doctor's note required.)
- Department action requires cancellation of the activity (no withdrawal fee will be charged.)

TRIPS

If you must cancel, please call as soon as you know you will not be able to attend. Our refund policy is as follows:

Day trip cancellations;

- Cancellations made 10 or more days before a trip are entitled to a full refund
- Cancellations made between 10 and 5 days before a trip will receive at 50% refund
- Cancellations made 5 days prior or less will not receive a refund.

Overnight cancellations:

- Cancellations made 20 or more days before a trip are entitled to a full refund
- Cancellations made between 20 and 15 days before a trip will receive at 50% refund
- Cancellations made 15 days prior or less will not receive a refund.

No refunds for nonrefundable expenses such as prepaid tickets, lodging, prepaid meals etc.

The City of Newport reserves the right to cancel any trip due to low enrollment or for other unforeseen reasons. In this case, participants will receive a full refund.

Refunds shall not be issued to participants who fail cancel within the allotted timeframe as shown above.

PASSES

Annual pass-holders have 30 days from the date of purchase to request an annual pass refund. After 30 days, a \$75 service charge will be deducted from the refund amount.

3-Month pass-holders requesting a refund will be assessed a \$25 service charge.

10-Punch pass-holders will be refunded a pro-rated refund, with a \$10 service charge.

Individual or family members may transfer any pass to another individual or family. If the individual or family receiving the pass is a non-resident of the City of Newport, the receiving party will be required to pay the difference between the resident pass fee and the non-resident pass fee. If a non-resident is transferring a pass to a resident of the City of Newport, no refund will be given for the price difference.

SWIM LESSONS/PROGRAMS/RENTALS

Group Lessons – If a cancellation is made at least one week in advance, the customer will receive a full refund. For any other cancellations or missed classes, the customer will receive no refund, but can receive day-passes for classes/days missed.

Private Lessons – For cancellations made 24 hours in advance, the customer will receive a full refund or credit. No refund or credits for missed or cancelled lessons with less than 24-hour notice.

Pool Rentals - Use Facility Rental Fees (below.)

Programs and Special Events – Use Classes/Activities/Programs (above.)

SPORTS PROGRAMS

Due to administrative fees involved, an 80% refund will be made if a participant withdraws from a sports program prior to the coaches meeting. Once practices begin, no refund will be issued due to program costs.

FACILITY RENTALS

Refunds will not be issued for requests made less than 10 business days prior to the date of a scheduled facility rental. If a cancellation request is not received, no refund will be given.

A facility rental cancellation fee of **\$10 will be charged for each reservation under \$100**. A cancellation fee of **\$25 will be charged for each reservation \$100 and higher**.

Refunds will not be made for events/reservations not utilizing the full rental time period.

Cleaning deposit refunds will be initiated within 5 business days after the rental if the room is left in good condition.

SHELTER & GAZEBO RENTALS

If a reservation is transferred to the Recreation Center, the difference in rental fees will be charged. Refunds will not be issued for inclement weather.

The City of Newport reserves the right to change the cancellation and refund policies without notice.