



City of Saco, Maine

Parks & Recreation Department
300 Main Street
Saco, ME 04072-1538

Telephone: (207) 283-3139
Fax: (207) 282-8210
E-mail: parksandrec@sacomaine.org

PROGRAM REFUND REQUEST (05AUGUST14)

**Please see the Saco Parks & Recreation Department Refund Policy for Request Qualifications
One Request Per Form
Refunds can take up to 3-4 weeks to process pending approval**

_____		_____	
Adult Name		Date	
_____		_____	_____
Mailing Address	City	State	Zip Code
_____		_____	
Day Time Phone		Evening Phone	

Participant Information

Participant's Name: _____

Program Requesting Refund For: _____

Payment Amount: Cash: \$ _____ Check: \$ _____ *Credit Card: \$ _____

Reason for Requesting a Refund: _____

Refund Preference – please select one:

- Credit to sacorec.com account
- Refund to credit card (for credit or debit card payments)
- Refund by check (for cash or check payments)

***Please note:** transactions originally made by credit or debit card will be subject to a 5% processing fee which will be deducted from the amount eligible for refund.

_____	_____
Parent Signature	Date

----- *Staff Use Only Below This Line* -----

Approved _____ Denied _____

Reviewed By: _____ Date: _____

Amount: _____ Date Processed: _____

Comments: _____



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PROGRAM REFUND POLICY (05AUGUST14)

Refund requests - must be in writing and take a minimum of two weeks to process. Refund request forms are available to download at sacorec.com or pick up at the Community Center office. Please include the reason for the request. We do not provide cash refunds. All payments for service must clear prior to a refund being processed. All refund requests are subject to approval. If a refund is granted for any reason, please note that credit card processing fees, trip deposits, or staff time may not be able to be refunded. Continue below for additional details and policies for specific SPR programs.

Option: Refunds to your Credit Card - For programs that do not specify that refunds are required to be issued as account credits, you may request to have your refund applied to the original credit card of purchase. All card refunds must be requested within 3 months of the original transaction date to be put back on the card and are *subject to a 5% processing fee*.

Option: Refunds as Credit to your www.sacorec.com Account – Refunds may be used as a credit towards your next registration and should be noted on your request for refund. Some registration options require the refund to be issued as a credit. Your credit will show up on your household account and can be applied to your next purchase with the Saco Parks and Recreation Department. Some important notes on credits received from a program either for non-use of service or by a refund request:

- Credits issued to your sacorec.com account cannot be refunded, but may be used towards any future program with the Saco Parks and Recreation Department.
- All credits for non-use of service *can only be used after attendance is processed*. This is not instant and may take several business days for processing.
- No credits will be issued if your child is removed from the program for disciplinary reasons.
- Credits accumulated for non-use of service are not eligible to be refunded.
- We reserve the right to apply credits towards billed items on your account or require that credits accumulated be applied towards your next registration.

Program Specific Refund Policies

Summer Camp Refunds - different deadlines and refund/credit options apply depending on the type of registration option you chose for summer camp.

- **Full Summer Camp Registration** - Refund requests must be made 3 business days prior to the start of camp to be eligible for a full refund, less any required deposits for activities or field trips. Refund requests made less than 3 business days prior to the start through the end of week 4 of summer camp will be eligible for a 50% refund. No refunds or credits will be given for requests starting in week 5.
- **Weekly and Daily Summer Camp Registration** – Refunds will be issued as credits to your sacorec.com account. Changes in weekly or daily needs (either cancellations or moving dates) must be done by 1 business days prior to the date(s) currently registered for. If we receive notification less than 1 business day, a late notification fee will be deducted from the credits issued. The late notification fee is \$14.00 for daily registrations and \$28.00 for weekly registrations.
- **Please note for all summer camp refunds:** the cost of the two summer camp field trip t-shirts received as part of your child's registration will be deducted from the refund amount you are eligible to receive.

Summer Camp Credit for Non-use of Service:

- ***Full Summer Campers*** will not be issued credits for any days not attended.
- ***Weekly Campers*** will only receive credit if they do not attend *all* five days of a week registered. Single days over multiple weeks cannot be added up to be considered for credit. If the office does not receive prior notification of 1 business day to move or cancel the weekly registration, a late notification fee of \$28.00 will be deducted from the credits issued.
- ***Daily Campers*** will receive credit for days missed. If the office does not receive prior notification of 1 business day to move or cancel the daily registration, a late notification fee of \$14.00 will be deducted from the credits issued.
- Credits issued to your sacorec.com account cannot be refunded, but may be used towards any future programming with the Saco Parks and Recreation Department.
- All credits for non-use of service *can only be used after attendance is processed*. This is not instant and may take several business days for processing.
- No credits will be issued if your child is removed from the program for disciplinary reasons.

School's Out Program Refund Policy - Refunds will be issued as credits to your sacorec.com account.

- ***After the Bell Call Outs:*** Please let us know changes to your After the Bell attendance before 2 p.m. on a regular school day and before 11 a.m. on an Early Release day so we can account for your child as quickly as possible. Failure to communicate this information or calls received after the deadlines will result in no credit being issued for that day missed.
- ***Early Rizer and Full Day Out Programs:*** it is not necessary to call out your child for these programs. Credits for non-use of services for these programs will be issued to your account once attendance is processed.
- Credits issued to your sacorec.com account cannot be refunded, but may be used towards any future programming with the Saco Parks and Recreation Department.
- All credits for non-use of service *can only be used after attendance is processed*. This is not instant and may take several business days for processing.
- No credits will be issued if your child is removed from the program for disciplinary reasons.

Discipline - If your child is removed from a program or event for discipline reasons, the department will schedule a meeting with you and your child to determine if that child may return to the program. This behavior will also affect the child's ability to be enrolled in future activities. No Refunds will be issued if your child is dismissed from a program.

Trip Refund – Occasionally program locations must be changed and moved with very little notice, including field trips which can be affected by weather. No refunds will be given the day of the trip or after the trip is held. We do not prorate our program based on a field trip being cancelled or cut short.

Non-Contracted Events (Saco Parks & Recreation Administered Program) – If you withdraw 3 business days prior to the first class or event, you will receive a full refund unless deposits were required for activities and equipment used in that program. If you withdraw less than 3 business days before the first class or event, you will receive a 50% refund less any required deposits for activities and equipment used in that program.

Contracted Events (Outside Organization Administered Program) – If you withdraw 3 business days prior to the first class or event you will receive a full refund less any deposits or required pre-payments to the contracted company. If you withdraw less than 3 business days before the first class or project you will receive a 50% refund less any deposits or required pre-payments to the contracted company. Refunds on contracted events are subject to change and will be stated on all event publications. All refunds will follow the contracted companies refund procedures and policies.

Quality of a Program - If you are dissatisfied with a program after the first class/meeting, you must let the department know before the second class/meeting of the session. We will issue a 50% refund at this time. No refunds will be given after the second class of a program or after a single meeting program.