

## PROGRAM REFUND & CANCELLATION POLICY

Please sign up early to avoid classes being cancelled due to low enrollment.

Full refunds will be automatic if a session is cancelled.

Cancellations and refund requests must be made (3) business days before the program begins.

All refund requests must be made in writing.

Refunds will not be given after a program has begun.

A 10% processing fee will be deducted from all refunds (minimum \$5.00).

In case of injury, a written refund request must be accompanied by a doctor's note.

No refunds will be given on trips, special events, season tickets and/or passes.

## SUMMER CAMP REFUND & CANCELLATION POLICY

Refund requested between 2/1-4/30 10% processing fee deducted from refund (minimum \$5)

Refund requested after 5/1 but up to and including 14 days before camp start date 20% processing fee deducted from refund (minimum \$5)

Refund requested between 13-4 business days of camp start date 30% processing fee deducted from refund (minimum \$5) (i.e. Request must be made by end of business Tuesday for camps with a Monday start date)

Refund requested within 3 business days of camp start date No refund available

Full refunds will be automatic if a session is cancelled

Cancellations and refund requests must be sent via email below by the deadlines listed above.

Elmwood Community Center – [ecc@westhartfordct.gov](mailto:ecc@westhartfordct.gov)

Leisure Services – [leisureservices@westhartfordct.gov](mailto:leisureservices@westhartfordct.gov)

Veterans Memorial – [VMSR@westhartfordct.gov](mailto:VMSR@westhartfordct.gov)

Westmoor Park – [westmoorpark@westhartfordct.gov](mailto:westmoorpark@westhartfordct.gov)

In case of injury or hospitalization, a written refund request must be accompanied by a doctor's note and Leisure Services staff will review the request. In general, refund requests must be made as soon as the child is unable to attend camp as retroactive requests will not be considered.