



Sussex Parks & Recreation Dept. Recreation Program Refund Policy

Refund/Registration Cancellations

Customers seeking refunds have two options. One is to receive a refund back in the original form of payment. The second option is to place the refunded amount on your Activenet registration account to be used for future recreation programming fees. Money placed on your Activenet registration account does not expire. Program registration cancellations requested prior to the registration deadline will receive a refund minus a \$10 administrative fee. If the refund is placed on the Activenet registration account, only a \$5 administrative fee will be assessed.

Program registration refund requests can be made up to one week past the program start date. Should the request be approved, a refund will be made minus a \$10 administrative fee. If a refund request is made for which the Recreation Department has incurred expenses on your behalf, a refund may not be granted. Expenses may be but are not limited to: uniforms, equipment, supplies, etc.

Online convenience fees are non-refundable.

Program registration refund requests that are submitted after the first week will only be considered with a physician's note stating the patient is unable to participate in the activity that is required. The refund will be pro-rated based on the date of the physician's note.

Once a program begins, registration remains open at the advertised registration fee as space allows and with instructor permission.

Refunds will not be made for individual absences (i.e. illnesses, vacations, etc.) and cannot be made up nor may you participate in a class other than the one you are registered for.

Trip cancellations must be made prior to the registration deadline date. Any trip cancellation received prior to that deadline date may receive a refund, minus a \$10 administrative fee. Cancellations requests received after that deadline will only receive a refund if a replacement is found. The \$10 administrative fee will still apply.

The Parks & Recreation Dept. will try to reschedule a make-up class if a program has been cancelled due to adverse weather conditions. There will be no refund if a class cannot be rescheduled or if a participant cannot make the rescheduled class.

A minimum number of participants are required to hold a program. Where enrollment is low, the Recreation Department reserves the right to cancel a program. Program cancellations due to low registration will be made at least two (2) days before the start of the program. Participants will be notified by the Recreation Department and will receive a 100% refund of the program fee.

Registration Modifications/Transfers

Modifications to the original registration must be made in writing and are subject to a \$5 administrative fee per transaction. These may include but are not limited to transfer to another session or program, removal of Before or After care for Day Camp, etc. All assessed fees must accompany the written request.

An example of a modification or transfer would be if a child is registered for the first week of Day Camp and wants to transfer to Week 6 of Day Camp. This would also apply to any adjustments made to Before or After Care for Day Camp.

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