



City of Wenatchee

Parks, Recreation and Cultural Services Department

1350 McKittrick Street, PO Box 519, Wenatchee, Washington 98807 • (509) 888-3284 • www.wenatcheewa.gov

RECREATION PROGRAM REFUND POLICIES

1.0 General Policies

The following general provisions apply in all instances:

- 1.0.1 Refunds are subject to a Processing Fee unless waived by the City of Wenatchee or the program is cancelled by the City. The Processing Fee shall be equal to 25 percent of the registration or reservation fee rounded to the nearest \$.25.
- 1.0.2 A completed and signed Request for Refund Form, copy of original receipt and, if applicable, proof of injury or illness must be submitted for refund processing.
- 1.0.3 Refund requests for transactions of less than \$10.00 will not be accepted unless cancelled by the City.
- 1.0.4 Full refunds will be issued for programs canceled by the City of Wenatchee.
- 1.0.5 Requests to transfer registration to different program dates or times are subject to the transaction fee. The fee is equal to 25 percent of the registration fee for each transaction.

1.1 Recreation Program Refunds

To receive refunds for recreational programs, the following criteria apply:

- 1.1.1 Seven calendar days or more to program start: To be eligible for a full refund less the Processing Fee, a written request must be submitted to the Parks, Recreation and Cultural Services Department a minimum of seven (7) calendar days prior to the scheduled start of the program, or event.
- 1.1.2 Six calendar days or fewer to program start: To be eligible for a partial refund, a written request must be submitted to the Parks, Recreation and Cultural Services Department. Refunds will be issued for 50% of registration fee and will be given only for extended illness or injury. Proof of extended illness or injury is required. The Processing Fee is also assessed to partial refunds.
- 1.1.3 After program start: No refunds will be issued after the scheduled start of the program unless proof of extended illness or injury is provided. Refunds granted after the start of the program will be subject to the Processing Fee and issued for a pro-rated portion of the registration fees based on the number programs remaining.
- 1.1.4 Drop in Programs. Participants in one time “drop in” programs are not eligible for refunds.



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RECREATION PROGRAM REFUND REQUEST

CUSTOMER INFORMATION:

Refund payable to: _____

Mailing Address: _____

City: _____ Zip: _____

Phone: _____ Email Address: _____

Participant name (Please complete a separate form for each participant): _____

PROGRAM INFORMATION (Please circle the days that this participant is registered for the program)

Program Name: _____

DAY (S): Sunday Monday Tuesday Wednesday Thursday Friday Saturday

MONTH: Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

DATE: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

TIME: From: _____ To: _____ **AMOUNT PAID:** _____

REASON FOR REFUND REQUEST: _____

Signature of requesting party: _____ Date: _____

Please return this completed form with a copy of your receipt to the location at the top of the page.

Please note, refund checks are issued following approval by the City Council. It may take several weeks before refund checks are mailed depending upon when the refund request is received in relation to when the next City Council meeting is held.

For Office Use Only	
Amount paid: \$ _____	How paid: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card
Less Administrative fees: \$ _____	Receipt #: _____ Copy attached <input type="checkbox"/>
Less Prorated Amount: \$ _____	Transaction Code: <input type="checkbox"/> 4100 Recreation Programs
Refund Amount: \$ _____	<input type="checkbox"/> 4200 Recreation Programs
Approved By: _____	Removed from online: _____
	Approval Date: _____