



CANCELLATION POLICY 2015-16

It is the Mission of the Sparks Parks and Recreation Department to strengthen Sparks by protecting parks and natural resources and fostering recreation opportunities and special events that enhance our city's image, economic vitality and quality of life. In an effort to provide quality programming in a professional manner, the Sparks Parks and Recreation Department reserves the right to cancel, postpone or combine classes, events or programs, or change instructors as needed. In the event a class, event or program is cancelled by the city for any reason prior to the start date, a full refund will be issued. If there is an unplanned cancellation of a single class, the class will be rescheduled whenever possible. If it cannot be rescheduled, a prorated refund for the class will be issued.

Following are the terms and conditions of our customer cancellation policy:

- Cancellation requests may be made in person or by phone at the Recreation Office (98 Richards Way, 775.353.2376), Alf Sorensen Community Center (1400 Baring Blvd., 775.353.2385), Larry D. Johnson Community Center (1200 12th Street, 775.353.7780), or by email to recinfo@cityofsparks.us. The cancellation request form can be downloaded at www.sparksrec.com or obtained at any community center.
- Full refunds may be granted if a cancellation request form is submitted a minimum of 14 days prior to the program start date. If a cancellation request form is submitted less than 14 days prior to the program start date, the refund will be issued as a household credit only, less a \$3 processing fee effective August 10, 2015. Exceptions may be made for a verified medical problem (verification must be attached to the request). Please note: Cancellation request forms cannot be submitted/accepted on Fridays as our business office(s) are closed.
- Effective August 10, 2015, a \$3 processing fee will be assessed for all registration changes (cancellations, transfers, etc.) received less than 14 days prior to the program start date. The fee will be deducted from the original registration fee paid. Please keep in mind the \$3 processing fee is applicable per each cancellation/transfer request made.
- No check refunds will be issued if a registration is paid by credit card.
- No refunds or prorating will be offered for classes missed by a participant for any reason other than documented medical issues/family emergencies. These may be considered on a case-by-case basis by the program supervisor and/or Director of Parks and Recreation.
- **Kids Out-of-School Programs:** No refund or credit will be given for any part of a session, daily or weekly, once it has begun. No credit will be given for same-day notice of absence. No credits will be given for delayed starts or cancelled school days that are the result of bad weather or a Washoe County School District decision.
- **Team Rostered Programs:** Cancellation request forms must be received one week prior to the date when schedules become available. No refunds will be given on a team rostered program once the schedules have been printed.
- **Park Rentals:** Rentals cancelled within *60 days* of the reservation date will be refunded all paid fees minus a \$25 administration fee. Rentals cancelled within *30 days* of the reservation date will be refunded all paid fees minus a \$50 reservation fee and a \$25 administration fee. Day-of cancellations due to inclement weather or documented air quality issues must be verified and approved by the Director of Parks and Recreation or his/her designee. All paid fees will be refunded minus a \$50 reservation fee and a \$25 administration fee.
- **Facility Rentals:** Cancelled reservations will be refunded all paid fees minus the reservation deposit, except for reservations made less than 30 days prior to the rental date – no refunds will be granted for these rentals.
- Refunds take approximately 2-4 weeks to be processed. In order to expedite the processing of a request, please provide your original program receipt.