

Recreation Commission & Recreation Department

Refund Policy

All refunds must be submitted in writing with the East Longmeadow Recreation Department's Refund Form. This document is located in the office and online at elrec.recdesk.com housed under Forms & Documents. The Recreation Department reserves the right to cancel programs when there is insufficient participation.

A full refund will be issued if:

1. A program or event is cancelled by the Recreation Department.
 - **For all programs:** for example, if there is insufficient enrollment, the Recreation Department will notify all registrants via email that they could transfer into another program or request a refund with our refund form.
2. If a program is not cancelled
 - **For non-team or league related programs:** for example, fitness classes, the family or individual is responsible to notify the Recreation Department **seven (7) calendar days before** the program's scheduled start date.
 - **For team or league programs:** for example, softball or soccer, the family or individual is responsible to notify the Recreation Department **twenty-one (21) calendar days before** the program's scheduled start date.

A pro-rated refund with a *minimum* of \$25.00 administrative and credit card fee will be issued if:

1. A class, program, or event is **NOT** canceled by the Recreation Department but you choose not to attend and the program has started.
 - The family or individuals responsible must notify the Recreation Department in writing within **fourteen (14) calendar days** of the scheduled start date to receive a partial refund.
 - *In addition to the administrative fee, the pro-rated refund could also include additional deductions such as the cost of uniform, equipment, or any other direct cost of the program.
2. You are unable to continue to participate in a program due to a medical emergency/accident. A note from a doctor and/or medical documentation will be required that includes the date of injury or the date of the visit. Medical refunds are subject to approval from the Recreation Director and will be **pro-rated based upon the date of notification.**

No refund will be issued:

1. Once a class, program, or event has ended.
2. After teams have been officially announced to the public by our office.

Additional refund policies apply for the following programs:

YOUTH SPORTS LEAGUES: A refund may be granted if requested, in writing, prior to player evaluations (if applicable). If the program does not have player evaluations, then a refund can be requested prior to scheduled start date.

FACILITY/FIELD RENTALS: Refunds may be granted only if adverse weather conditions prevail, or if the cancellation notice is received in writing at the Recreation Department at least **seven (7) calendar days** prior to the reservation date.

Terms:

Scheduled start dates are considered to be preseason evaluation dates and/or the Monday of the first week teams are permitted to practice, whichever comes earlier.

The end of the season is considered the last weekend of regularly scheduled games (not post-season).

All refunds will be mailed to the payee from the Town Hall approximately 3-4 weeks after a refund request is submitted to our office.

