



Department of Parks, Recreation and Culture
Withdrawal and Refund Guidelines

For refunds, a **written request** must be mailed or submitted to one of the following:
 City of Gaithersburg Department of Parks, Recreation and Culture
 506 S. Frederick Ave. Gaithersburg, MD 20877
 Email: parksrec@gaithersburgmd.gov

<u>Programs and Activities</u>	<u>Refund/Withdrawal Policy & Fees</u>
<ul style="list-style-type: none"> • Aquatic Classes and Swim Lessons • Recreation Classes • Arts Barn Classes and Workshops • Sports Leagues and Clinics • Skate Lessons • Casey Community Center Programs • Kentlands Mansion Programs • Community Museum Programs • Virtual Programs 	<p>Unless otherwise noted, withdrawal requests received at least 7 days prior to the program/activity/event start date are subject to a \$10 processing fee.</p> <p>No refunds within 7 days of the start of the program/activity/event.</p> <p><i>*Exception: Let's Cook@Casey – No refunds. See notes on page 2.</i></p>
<ul style="list-style-type: none"> • Arts Barn Theater • Kentlands Mansion Performances & Special Events 	<p>Unless otherwise noted, no refunds or exchanges will be granted.</p>
<ul style="list-style-type: none"> • Benjamin Gaither Center Activities • Youth Services Sponsored Activities <ul style="list-style-type: none"> ○ Break Blasts ○ Half Day Hooplas ○ GYC Trips 	<p>Withdrawal requests received before start of the activity are subject to a \$2 processing fee.</p> <p>No refunds if received on or after the program start date.</p>
<ul style="list-style-type: none"> • Benjamin Gaither Center Trips 	<p>Withdrawal requests received before deadline are subject to \$2 processing fee.</p> <p>No refunds after deadline unless admission/seat can be resold.</p> <p><i>*See monthly newsletter for deadline dates!</i></p>
<u>Camps and Clinics</u>	<u>Refund/Withdrawal Policy & Fees</u>
<p>Arts Barn Camps and Intensives Casey's Summertime Tots</p>	<p>Withdrawal requests received on or prior to May 22 date are subject to \$20 processing fee per session.</p> <p>Requests received after May 22 will receive a 50% refund.</p> <p>No refunds or exchanges within 30 days of program.</p>
<p>Summer Camp Programs GYC Mini Camps School of Skate Spring Break Camp</p>	<p>Withdrawal requests received on or prior to June 15 date are subject to \$20 processing fee per session.</p> <p>Requests received after June 15 will receive a 50% refund.</p> <p>No refunds or exchanges within 7 days of program.</p>

Important Guidelines:

- All refund requests **must be made in writing** and include the participant's name, payer's name, address, phone number, activity number and reason for withdrawal.
- Refunds are based upon the date written request is received.
- Partial refunds will not be issued for missed classes and no refunds will be considered after program is completed.
- Even if not specifically listed, all program and activity withdrawals may be subject to processing fees.
- If the department cancels a program, activity, event or performance for any reason, or changes the location or time of a program and customer cannot attend, a full refund will be granted.
- At the discretion of the instructor or supervisor, a full refund will be granted if the skill level of the class and/or activity is not appropriate for participant and an alternative class/activity is not available.
- Health-related withdrawals are eligible for prorated or full refunds. A written request with medical documentation must be submitted.
- All refunds will be issued to the payer in form of debit or credit card reversal. All others will be refunded via check within 2-4 weeks of receipt of request.
- Let's Cook@Casey: No refunds will be granted for this program. A one-time registration transfer is available to a Let's Cook@Casey class of equal value if the request is in writing no less than 48 hours before the program time.
- For information, contact the Department of Parks, Recreation and Culture administrative offices at parksrec@gaithersburgmd.gov or call 301 258-6350.