



City of Tigard

PARKS & REC

Recreation Cancellation & Refund Policy

This policy applies to all recreation programs offered by Tigard Parks & Rec.

- Tigard Parks & Rec reserves the right to cancel programs due to low enrollment or unforeseen circumstances. If a program is cancelled by Tigard Parks & Rec, a full refund or credit will be issued. Tigard Parks & Rec reserves the right to change or combine programs and will make every effort to notify participants of any changes.
- A request for refund, or credit, must be received in writing. Email (recreation@tigard-or.gov) is an acceptable form of communication. Refunds and credits will not be issued if the request is made after the request deadline has passed.
- Refund and credit request deadlines:
 - **For regular programs:** at least five business days prior to the first day of the program.
 - **For camps:** at least ten business days prior to the first day of camp.
 - Tigard Recreation business days are Monday – Friday, 8:00 AM – 5:00 PM. *For example, to receive a refund or credit for a day camp, you must request a refund or credit by the end of the business day on the Monday two weeks prior to the start of camp.*
- All requests for refund will be charged a 25% service fee based on the program's original standard charge. This fee will not exceed \$75.00 per program, per person.
- **Refunds:** All refunds are issued via check and may take an additional two to four weeks for processing.
- **Credits:** Any person may request a credit in lieu of a refund. Credits will not be charged a service fee but can only be used for other Recreation programs that use ActiveNet registration.
- Hardship refunds may be available due to illness, injury, or other special circumstances. All requests for a hardship refund need to be requested in writing and will be granted on a case-by-case basis by the Recreation Coordinator. Documentation (e.g., doctor's note) may be required. Email (recreation@tigard-or.gov) is an acceptable form of communication. Hardship refunds are issued via check.
- There will be no refund, partial refund, or credit issued for any reason once the program has started, including for vacations or scheduling conflicts.

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