

CITY OF BELLEVUE RECREATION DEPARTMENT

REFUND & CREDIT POLICY

A refund request must be made in person and a refund/credit request form completed and signed. The Bellevue Recreation Department reserves the right to cancel, postpone, or combine programs, or change instructors as needed to provide a quality program or rental experience.

The following guidelines for requesting a refund for classes, programs, or leagues:

- Participants may transfer to another program prior to the second meeting provided there is an opening in the new program. Any additional cost is the responsibility of the patron.
- A full refund or credit may be issued when a class or program is cancelled by the BRD due to low enrollment.
- After the first meeting of a scheduled program, participant may be issued a 100% credit or a pro-rated refund. A refund will also incur a \$10.00 administrative fee. The participant must notify the BRD prior to the second class session of a program.
- After the second meeting of a scheduled program, refund or credit shall NOT be given.
- A refund may be issued if the participant becomes ill. A doctor's statement must be presented. Credit will be based on time remaining in program and when patron contacts the BRD. Request should be made in writing and as early as possible.

Community Center, Super Pass, and Mil'lympic Pool Memberships:

- During the first month of an Annual Community Center or Super Pass membership refunds may be given at 50% of the membership cost.
- After the first month refund or credit will NOT be given for Community Center or Super Pass memberships.
- A membership may be extended when patron becomes ill or injured. A doctor's statement must be presented.
- Mil'lympic Pool & Quarterly Community Center Memberships shall not be refunded after the first week.
- Monthly Community Center Memberships shall not receive a refund or credit.
- Credit will be based on time remaining on membership and when patron contacts the BRD. Request should be made in writing and as early as possible.

Community Center, Shelter and Jungle Junction Rentals:

- Due to the demand of rental facilities including the Community Center, shelter and Jungle Junction the following refund or credit policy applies.
- Cancellation more than 30 days may receive a 100% credit or refund of the rental fee minus \$25 administrative fee.
- Cancellations 14-30 days may receive a 50% credit or 1-time party date transfer. No refunds.
- No refund or credit for cancellations less than 14 days before rental date.
- The BRD reserves the right to grant exceptions in situations including, but not limited to injury illness, or personal crisis. Request must be made in writing.

Sports Fields and Open-Air Shelters:

- Requires a 7-day cancellation notice to receive a 100% credit.
- No refunds.
- If the Department closes for any reason, or if lights do not operate as expected, or if there is a conflict in the scheduled use, a full refund or credit for the missed use will be provided.

City Activity Center and Private pool rentals:

- Cancellations must be made more than 14 days in advance of usage to get refund minus \$25 administrative cost or 100% credit.
- Any notification 7-14 days is eligible for a 50% credit. No refunds.
- Any notification less than 7 days is not eligible for refund or credit.
- If the Department closes for any reason, or if lights do not operate as expected, or if there is a conflict in the scheduled use, a full refund or credit for the missed use will be provided.

- **Contact the Bellevue Recreation Department at 419-483-5555 for transfer, refund, credit, or cancellation questions.**
- **Credit Card Refunds- Any refund or payment originally made with credit card may be refunded with a check from the City of Bellevue minus the original convenience charge.**
- **Refund checks when applicable will be issued by the City of Bellevue Auditor's Office and mailed to the patron. Refunds may take approximately 3-4 weeks to process. No cash refunds will be issued at any time.**
- **Refund requests \$20.00 and under may ONLY receive a 100% credit for future use. This immediate refund method will allow for the credit to pay for future classes, memberships, programs, rentals, or admissions.**
- **Overcharges shall be refunded at 100% or in the form of 100% credit.**

Registration Policies:

- All checks are payable to the **Bellevue Recreation Department**. On all returned checks, participant will be suspended from all programs until the cancelled check is covered. Must be covered with cash or credit card to participate.
- Most classes have a minimum and maximum number of participants. To ensure a space in a program it is very important to register as soon as possible. Once registration is full a waiting list will be established. Those on the waiting list will be contacted if openings occur.
- Paid registrations are accepted at the Community Center until noted deadline or the program limit is reached. Registration for ALL programs should be completed at the Bellevue Community Center in person or through the online registration program.
- Programs are filled on a first-paid first served basis.
- Some programs implement a late fee after registration deadline date.
- Waiver/Health forms must be completed at registration deadline date.
- Cell phone numbers for text messaged and emails are important in order to contact participants about class information, cancellation and emergencies.
- I agree to all photographs of myself or my child(ren) taken during recreation center activities to be used for promotional purposes only.

Fair Share Policy:

Bellevue residents make a significant contribution to the financing of the Parks and Recreation Department. The city property tax is paid whether or not the individual participates or uses any parks and recreation facilities. The fair share policy is intended to apportion to non-residents an equalized fee.

- Residents are defined as persons and their immediate families who live in the City of Bellevue. Not all households with a 44811 zip code are residents of the City of Bellevue. Not all Bellevue School District homes are located in the city limits. Only those who vote at city precincts and vote on city issues and mayor are considered residents of the city of Bellevue
- **A completed registration for program, membership, or rental acknowledges participants acceptance of these terms.**

These refund policies are guidelines and the Recreation Department reserves the right to change them when necessary.

Signature of Acceptance for a Rental

NAME: _____ **DATE:** _____

Request for Refund Form

NAME: _____ **PHONE:** _____

FULL ADDRESS: _____

WHAT PROGRAM OR FACILITY WITH REASON: _____

APPROVED AMOUNT: _____ **Today's Date:** _____ **STAFF:** _____

SIGNED BY PERSON REQUESTING: _____