

JAMES CITY COUNTY DIVISION OF PARKS & RECREATION REFUND POLICY



Facilities/Shelters/Fields

Those activities affected by weather conditions or park issues may receive a full refund for shelters/facilities/fields that are canceled seven days prior to the date of the reservation (14 days for special event application). A ten percent processing fee will be assessed.

Class/Trip

To receive a refund/credit voucher, a request form must be submitted seven days prior to the class start date. They can be faxed or e-mailed to the Account Clerk. All refunds/credit requests will be assessed a \$5 administrative fee. Pre-purchased goods are non-refundable. Documentation will be required for requests due to illness, injury, relocation, or family emergency made after the deadline.

Passes

The Division will grant a refund for illness, injury, family emergency or relocation (over 35 miles) less a ten percent processing fee. Passes will be prorated from the date of purchase. Documentation is required. Freezing may be allowed at the discretion of the Center Administrator and will only be done for medical reasons or leaving the area for more than 30 days with proper documentation required. Passes must have been active for a minimum of 30 days before freezing.

Before/After School

A credit, not a refund will be given for missed days in the case of injury, illness, or family emergency (documentation will be required). A \$5 administrative fee will be charged. A credit form must be filled out within seven days (hand-stamped or postmarked). A refund will be given for relocation over 35 miles. Credit voucher will only be given if there is a change of payment status.