

Program Refunds

Full Refunds - Registration fees are 100% refundable when programs and events are canceled or adjusted by the Apex Parks, Recreation, and Cultural Resources Department. The Director of Parks, Recreation, and Cultural Resources shall have the authority to make decisions on all requests not specifically covered herein.

Withdrawals/Transfers -

- 1. Withdrawal 10 Calendar days or more in advance.** A participant requesting to withdraw from a class must provide a written request at least 10 calendar days in advance of the scheduled start date of the program. The participant will receive the full refund of fees minus a \$5.00 processing fee.
- 2. Withdrawal less than 10 Calendar days in advance.** A participant requesting a refund in writing, less than 10 calendar days prior to the scheduled start date of the program, will receive a 75% refund of the fees only if the participant can be replaced from the waiting list. If there is not a waiting list for the program or athletic league then no refund will be issued.
- 3. Withdrawal after First meeting of a program/First regular season game.** A participant requesting to withdraw, on the day of or after the first meeting of any program, or the first regular season game of the affected league, will not be issued a refund.
- 4. Transfer Request.** A participant requesting to transfer from one class date to another, within the same program and registration period, must do so in writing at least 10 calendar days or more prior to the scheduled start date of the program.
- 5. Adult Team Withdrawals.** Refunds for adult athletic programs requiring "team" registration will be issued based on policies and procedures covering that particular program and are not subject to #s 1, 2, 3, and 4 above.
- 6. Youth Sports League Withdrawals.** If there is a tryout for the athletic league, a full refund minus a \$5.00 processing fee will be issued if a written request to withdraw is made prior to the tryout day for the league. If the written request is made after the tryout for the athletic league, a 75% refund will be issued only if the participant can be replaced from the waiting list.
- 7. Ticketed Events.** All ticket sales are final. Refunds and withdrawals are not permitted.
- 8. No refunds will be issued when the amount is less than \$6.00.**

Medical and Scholastic Exceptions

A full refund of all fees paid, minus a \$5.00 processing fee, will be made for Athletic and Non-Athletic Programs only if:

1. Prior to the first meeting of a program or the first game of the regular season the participant requests a refund in writing *including a written excuse from a licensed medical doctor indicating that the participant should not participate due to medical concerns or physical limitations.*
2. Prior to the first meeting of a program or the first game of the regular season the participant requests a refund in writing *including written verification that the participant has been included in either a Middle School, High School, or College program that prohibits participation in recreational programs.* Written verification can include a letter from the team coach, an official team roster from the school or other school document indicating the school policy which prohibits the registrant's participation.

Senior Trips

1. If a refund is requested, in writing, prior to the registration deadline, a full refund minus a \$5.00 processing fee will be made.
2. If a refund is requested, in writing, after the registration deadline, and 48 hours prior to trip departure, a 75% refund will be issued only if the participant can be replaced from the waiting list. If there is not a waiting list for the program, then no refund will be issued.
3. If 48 hours prior to the trip departure, a written excuse from a licensed medical doctor is provided, indicating that the participant should not participate due to medical concerns or physical limitations, a partial refund will be issued after deducting expenses incurred by the Town of Apex / Apex Parks, Recreation and Cultural Resources Department- such as prepaid admission fees, tickets, deposits, and a \$5.00 processing fee.
4. For situations where non-refundable deposits and admission fees must be paid in advance by the Town, no refunds will be given to participants who cancel.