

City of Southlake – Community Services Refund Policy

Effective December 7, 2009

We back our programs! If you are not completely satisfied with a class or program, please let us know, so we have an opportunity to correct the situation. Your satisfaction is important to us.

The following are general guidelines for requesting a refund:

- A full refund (minus the online convenience fee) will be issued if a class is cancelled by Parks and Recreation.
- Refunds will be issued (upon request) on a pro-rated basis up until the second class or game minus a \$5 administrative fee.
- No refunds or transfers will be granted after the 2nd game or class
- No refunds will be issued after class or program has concluded.
- No refunds or transfers will be issued for team fees after the league schedule is finalized (Athletics only).
- You must withdraw or request a transfer 48 hours in advance of any one-day course to receive a refund or transfer.
- Refund request must be made in writing, by completing the Refund Request Form. Forms are available in the Community Services office (1400 Main Street, Suite 210) or online at www.SouthlakeParksAndRec.com.
- Forms must have an original signature and must be returned in person, by email or fax. Refund Requests must be received, and completed in full, in our office prior to the 2nd game or class in order to be considered for processing.
 - Mail or Person: 1400 Main Street, Suite 210, Southlake, TX 76092
 - Fax: 817-748-8027
 - E-Mail: sbuller@ci.southlake.tx.us
- Approved refunds will be processed within three weeks.
- Supply fees paid to the instructor will not be refunded.
- No cash refunds will be given. Credit card payments will not be credited to your account but will be refunded by check.
- The online convenience fee is non-refundable.

The Southlake Parks and Recreation Department reserves the right to grant exception to the stated guidelines in situations including, but not limited to, injury, illness, or death in the family. Homesickness, change of parents plans or vacations are not sufficient grounds for refunds.

Cancellations:

The Parks and Recreation Department reserves the right to cancel any class, program or activity due to weather, failure to meet minimum registration requirements, and situations beyond our control. In the event a program is cancelled, you will be notified and a full refund will be issued (not including the online convenience fee).