



Whitin Community Center Credits/Refunds Policies

All refunds must be done in person at the Whitin Community Center's Member Services Desk. Requests for refunds must be made 5 business days prior to the start of a program (unless otherwise noted differently below). A full refund will then be given minus a \$10.00 processing fee (Please note exceptions to this policy below).

There are no refunds or credits due to inclement weather or other incidents outside of the WCC's control. A credit will be issued to those with a documented medical necessity based on policies below.

Our organization is a non-profit association of members. It is the desire of our organization to offer programs at the lowest possible prices. In order to accomplish this, we have established specific policies concerning refunds. Please read these policies before registering for any Whitin Community Center (WCC) programs:

A. Memberships

1. Pre-paid membership dues – membership dues are not refundable except in the following circumstances:
 - i. Documented medical condition which permanently prevents member from attending (medical conditions preventing members from attending for short term [1 month – 11 months] are handled by “freezing” membership until member can return).
 - ii. The member relocates at least 20 miles away from WCC.
2. Membership dues paid monthly (EFTs) – the paying of membership dues monthly can be terminated by giving a written notice at least 5 business days prior to next withdrawal date. Memberships that have not completed a one year commitment are subject to a 2 month cancellation fee.
3. Joining fees are non-refundable under any circumstances.

B. Swim Lessons – Swim lessons are instructional programs with restricted class sizes. They usually involve two or more American Red Cross instructors. The number of instructors is determined by the size of the pre-registration. These classes are non-refundable unless under the following conditions:

1. 100% refund minus processing fee
 - i. The WCC is notified of cancellation 5 business days prior to the start of the program.
2. Any partial refunds
 - i. A documented medical condition prevents the swimmer from continuing in the class. A pro-rated refund for the remaining unused classes will be given.
 - ii. The WCC is able to replace a swimmer desiring to drop out of the lessons with another person (who will pay a pro-rated fee for the remainder of the lessons, thus making a partial refund possible). This is contingent upon the WCC having a waiting list for that particular program, and on the instructor's approval that a new swimmer can join the class at that time.

C. Leagues – Leagues (Basketball, for example) differ from open recreational periods for the same sports because they restrict enrollment to a specific number and incur additional expenses (scorers, timers, referees, etc.). A league participation fee is charged, based on a fair sharing of the costs of operating the league. Because a player draft usually occurs, it may not be possible to replace players who wish to withdraw from the leagues with people on a waiting list. Leagues are non-refundable except under the following condition:

1. A documented medical condition prevents the player from continuing in the league. Partial refunds will be given, based on upfront costs incurred and weeks remaining in the league.

D. Summer Camps and EDventure – Staff members are hired and necessary food and equipment are purchased based on advanced registration. Refunds are granted only under the following conditions:

1. 75% refund (minus \$50 non-refundable deposit)
 - i. A documented medical condition prevents the child from participating in the camp week and the WCC is notified at least 1 day prior to the start of the program.

2. 50% refund (minus \$50 non-refundable deposit)
 - i. Cancellation notice is given 30 days in advance of camp start.
- E. **Tennis Lessons** – Tennis lessons have limited enrollment, so there is also a specific refund policy.
1. 100% refund minus processing fee
 - i. A documented medical condition prevents the person from participating in the tennis lessons.
 - ii. The WCC is notified of cancellation 5 business days prior to the start of the program.
 2. Any Partial Refunds
 - i. A documented medical condition prevents the person from completing the tennis lessons.
 - ii. The WCC is able to replace a tennis participant who wishes to drop out of the lessons with another person (who will pay a pro-rated) fee for the remainder of the lessons, thus making a refund possible). This is contingent on the WCC having a waiting list for that particular program, and on the instructor's approval that a new participant can join the class at that particular junction.
- F. **Specialty Classes:** (i.e., dancing, yoga, etc.) Staff members are hired and equipment is purchased based on advanced registration. Refunds are granted only under the following conditions:
1. 100% refund minus processing fee
 - i. A documented medical condition which prevents the child or adult from participating in the program.
 - ii. The WCC is notified of cancellation 5 business days prior to the start of the program.
 2. Any Partial Refunds
 - i. A documented medical condition which prevents the child or adult from completing the program.
 - ii. The WCC is able to replace the vacant spot with a person on the waiting list (paying a pro-rated fee for the remainder of the class, thus making a partial refund possible). This is contingent on the WCC having a waiting list for that particular program, & on the instructor's approval to join now.