

CITY OF VERMILION PARKS & RECREATION DEPARTMENT REFUND & CREDIT PROCEDURE

The following guidelines for requesting a refund/credit must be made in writing. Effective October 1, 2023, all requests should be submitted through the cityofvermilionohio.gov portal. The Vermilion Parks and Recreation Department reserves the right to cancel, postpone, or combine programs, or change instructors as needed to provide a quality program or rental experience.

Classes, programs, or leagues:

- A full refund or credit may be issued when a class or program is canceled/postponed by the VPRD due to low enrollment,
- After the first meeting of a scheduled program, a participant may be issued a 100% credit or refund if request is received in writing in advance of the second session. A refund will also incur a \$15.00 administrative fee.
- 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/injured upon submission of a doctor's statement prior to the halfway point of the activity based on time remaining in program and when patron contacts the VPRD. Request should be made in writing and as early as possible. Any nonrefundable expenses incurred by the VPRD may be deducted (such as a league or roster fee paid on the player's behalf).

Community Pool Memberships:

- Community Pool Memberships shall NOT be refunded or credited after the first week. A \$15 administration fee will be deducted.
- Community Pool Punch Card Memberships shall NOT receive a refund or credit.
- Community Pool Exercise Class Punch Card Memberships shall NOT receive a refund or credit.

Community Pool and Sherod Park Pavilion Rentals:

- Due to the demand of rental facilities including the Community Pool and Sherod Park Pavilion the following refund or credit policy applies:

Cancellation more than 30 days in advance of the reservation may receive a 100% credit or refund of the rental fee minus \$15 administrative fee or 1-time party date transfer.

If the pool closes for any reason, or if there is a conflict in the scheduled use, a full refund or credit for the missed rental use will be provided.

Sports Fields/Courts

- Requires a 7-day cancellation notice to receive 100% credit.
- No refunds.

These refund procedures are guidelines, and the Parks and Recreation Board reserves the right to change them when necessary. A completed registration for program, membership, or rental acknowledges participants acceptance of these terms.