



Refund Request Form

RETURN TO: GVRD 395 Amador St., Vallejo, CA 94590

Permit holder is responsible for ensuring form has been received within the correct time frame to receive a refund

Permit Holder's Name: _____ Permit #: _____

Event Date: _____

Park Name: _____ Rented Area: _____

Account Holder's Name: _____ Program Name/Session Date: _____

REFUND REQUEST POLICY

PURPOSE

The Greater Vallejo Recreation District has established a policy to reserve the right to cancel, postpone or combine classes, community events, park reservations, rentals or programs, or change instructors in order to provide the most quality service possible.

POLICY

It is the policy of the District in the event the division cancels a class, rentals, event, for any reason a full refund will be issued.

PROCEDURE(S)

Refund or transfer requests must be received seven business days prior to first class/activity. Transfers or credits to your account will be assessed at a \$5 administrative processing fee. A refund by check or to your credit card will be assessed as a \$10 processing fee. Processing fees are assessed for each participant and each class/activity that is being changed or canceled. No fees will be charged if the class/activity is canceled or changed by the District.

- There are no refunds, prorating or make-ups for missed classes except for medical reasons (see below). Refunds will be refunded for all requests submitted before the 1st day of class.
- Failure to attend a program (no shows) will not be granted a refund.
- Refunds will not be issued for requests received after the program has concluded.

Refund Expectations:

There are no refunds for community events.

Medical Refunds:

Transfers, credits, or refunds for medical reasons require a doctor's/health plan documentation and will be pro-rated from receipt of notification if class/activity has begun. Evaluation will consist of evaluating length of participation. No processing fees will be assessed for medical refunds.

Class Cancellations:

- Full refunds will be issued for any class, program, or private event cancelled by GVRD.
- Effective July 1, 2022, classes that have not met minimum enrollment seven business days before camp and three business days before first class meeting will be cancelled.

Credit:

- A Credit Request Form is available at the District Office or online, Request(s) must be submitted in writing to GVRD to receive credit for an activity.
- GVRD Credit will be issued for all other granted requests.
- GVRD Credit can be used towards the cost of any GVRD run programs, events, park reservations, or private events.
- No GVRD Credit will be issued for non-attendance.
- Approval for credit or refund for programs must be approved by the Recreation Coordinator.

