

Refund, Cancellation, or Withdrawal Request

Refund, Cancellation, & Withdrawal Policy:

- Refund, cancellation, or withdrawal requests must be made in writing.
- No refunds will be provided for: month-to-month memberships, day passes, fun packs, Drop-In Child Care monthly passes, administrative processing (late) fees, registration fees, non-refundable deposits, camp deposits, or requests received on or after the program start date.
- Accounts will not be credited.
- If a written cancellation or withdrawal notice is not received prior to the start of the program, you are responsible for the full price of the program.

Refund, Cancellation, or Withdrawal Requests for Camps, Classes, and Programs:

- Refund, cancellation or withdrawal requests received 7 days in advance of the program start date will be honored in full less any deposits or registration fees.
- Camp deposits are non-transferrable and non-refundable. If a parent withdraws their child from the camp 7 days prior to the start of the camp, the deposit can only be applied to another camp deposit.
- Refund, cancellation or withdrawal requests received after the 7-day period but prior to the program start date will be honored in the following manner. You may choose:
 - A 50% refund of the total fee.
 - A transfer at the time the refund is requested to another available Parks and Recreation class or service.
- Exceptions:
 - Group Fitness Punch Card: Refunds are provided for any remaining unused punches.
 - Swim Programs: Refunds are provided if the participant fails any required eligibility test.
 - Personal Training: Refund conditions are stipulated in a separate personal training agreement.

Refund or Cancellation Requests for Memberships:

- A month to month membership may be cancelled 7 to 30 days prior to expiration. Month to month memberships will not be prorated or refunded.
- Refunds are granted for annual memberships if a request is made within 30 days of purchase or auto renewal. Auto renewal for annual memberships may be cancelled up to 7 days prior to renewal.

PARTICIPANT'S NAME	
STREET ADDRESS	
MAIN CONTACT'S NAME	MAIN CONTACT'S PHONE
I am requesting a refund, cancellation or withdrawal from:	
<input type="checkbox"/> MEMBERSHIP Plan: <input type="checkbox"/> Premier Annual <input type="checkbox"/> Annual <input type="checkbox"/> Virginia Beach Resident <input type="checkbox"/> Youth <input type="checkbox"/> Adult <input type="checkbox"/> Senior <input type="checkbox"/> Premier Month to Month <input type="checkbox"/> Month to Month <input type="checkbox"/> Non-Resident	
<input type="checkbox"/> DROP-IN CHILDCARE MONTHLY PASS	<input type="checkbox"/> AUTO RENEWAL FOR ANNUAL MEMBERSHIP
<input type="checkbox"/> OUT-OF SCHOOL TIME PROGRAM NAME & LOCATION	
<input type="checkbox"/> CLASS NAME & START DATE	
REASON FOR REQUEST	
REQUESTED EFFECTIVE DATE	
PRINTED NAME	SIGNATURE
	DATE

Staff Use Only		
Action taken:	<input type="checkbox"/> Refunded account <input type="checkbox"/> Withdrawal processed <input type="checkbox"/> Class barcode: _____ <input type="checkbox"/> Transferred into: _____ <input type="checkbox"/> Other action: _____	
Membership Info:	<input type="checkbox"/> Client barcode: _____	
Date:	Staff Initials: Site:	