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.

I am requesting a refund, cancellation or withdrawal from:

- MEMBERSHIP Plan:
  - Premier Annual
  - Premier Month to Month
  - Annual
  - Month to Month
  - Virginia Beach Resident
  - Non-Resident
  - Youth
  - Adult
  - Senior

- DROP-IN CHILDCARE MONTHLY PASS
- AUTO RENEWAL FOR ANNUAL MEMBERSHIP

- OUT-OF SCHOOL TIME PROGRAM NAME & LOCATION

- CLASS NAME & START DATE

- REASON FOR REQUEST

- REQUESTED EFFECTIVE DATE

- PRINTED NAME

- SIGNATURE

- DATE

Staff Use Only

Action taken:
- Refunded account
- Withdrawal processed
- Class barcode: ____________________________
- Transferred into: ____________________________
- Other action: ____________________________

Membership Info:
- Client barcode: ____________________________

Date: ____________________________

Staff Initials: ____________________________

Site: ____________________________

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