



Name:
 Street Address:
 City:
 State:
 Zip Code:
 Phone:

REQUEST FOR

REFUND

CREDIT

1.0 How to Apply for Refund or Credit

1.2 Contact Information: If you need personal assistance or have questions regarding credits, refunds and cancellations for District programs and services, please contact the District office at (707) 964-9446 or visit our website for District contact information at www.mendocoastrec.org.

1.3 All requests in writing: All requests for credit, and/or refunds, must be in writing and submitted to the district associated with the program or service for which you are requesting the refund from by using one of the following; District Refund Request Form, e-mail or via signed letter. Verbal requests for refunds, credit and or cancellations are not able to be processed.

2.0 Approved Reasons for Refunds

2.1 Illness, Injury: Documentation from a physician must be presented when a refund or credit request is made as result of illness, injury. The participant is responsible for pro-rated fees from the program start date until a request is received.

2.2 Proof of relocation must be submitted when a request for refund or credit is the result of a change of relocation. The participant is responsible for pro-rated fees from the program start date until a request is received. All fees associated with this request are waived with a copy of a doctor's note or proof of relocation.

2.3 Exemptions: When a student is registered in a program that is deemed not a good fit by the District or Instructor.

3.0 Reimbursement Options

3.1 Refunds: Written requests to receive a refund will be accepted up to three business days prior to the first day of a program or start of a membership. Written requests to receive a refund will be accepted up to seven business days prior to a facility rental. Refund requests made after this time are unable to be processed. All refunds will be reviewed by designated staff prior to forwarding the approved refund amount onto the District's Business Office and in turn, checks are processed and are most often distributed out to the recipient within ten business days via standard mail. Refunds are subject to a \$10.00 transaction fee

3.2 Credit: Written requests to receive a credit will be accepted up to three business days prior to the first day of a program. Refund requests made after this time are unable to be processed. All refunds will be reviewed by designated staff prior to forwarding the approved refund amount to the District's Business Office Program credit is maintained free of charge by the District on a customer's activity registration account. This credit can be used for all parks and recreation goods and services.

3.3 Cancellations by the District: To remain fiscally responsible and maintain the highest level of service, the District retains the right to cancel any of our programs, at any given time. For all District cancellations of program and services, the customer will be provided a full credit or refund at no charge. At time of cancellation, the customer may choose to receive a credit or refund.

Date Purchased	Date Refund Requested	Item paid for	Reason for Refund	Total
Total amount paid				
Total amount to refund				

Requested By: _____ Date: _____

Reviewed By: _____ Date: _____

Approved: Yes No