

Marblehead Recreation & Parks Department

Refund and Cancellation Policy

Quality Assurance: If, after attending the first class, you are unhappy with the quality of a program, please contact us right away at 781-631-3350 or recreation@marblehead.org. Tell us what was wrong so we can make it right. If we can't make it right by the end of the second class, we will give you a refund.

Cancellation and refund request information: All program fees must be paid in full at the time of registration. **Please note:** Our instructors agree to teach based on enrollment, so no refunds will be given if you choose not to attend any classes you are enrolled in. Generally no refunds will be issued after a class begins. Refunds will be given in the following circumstances:

- **Participant cancellations due to a serious illness or injury:** Prorated refunds for injury or serious illness are given if written medical verification from your physician is received **prior** to the end of the program. This refund will be pro-rated to the number of classes left in the program after our office receives the verification. **No** refund will be given if we receive the written medical verification after the end of the program.
- **Participant cancellation requests for other reasons:** **All** cancellations and refund requests **must** be in writing and are subject to the following cancellation fees: \$10 fee for each program that meets 1-2 times per week; \$25.00 fee for each program that meets 3 or more times per week.
- **For Fall, Winter & Spring Programs:** cancellation requests **must** be received at least 1 week prior to the start date; otherwise no refund will be provided unless written medical verification is presented;
- **For Summer Programs:** cancellation requests **must** be received at least 14 days prior to the start date; otherwise no refund will be provided unless written medical verification is presented.
- **Department cancellations:** If the Department cancels a program due to insufficient enrollment, a full refund will be provided. Cancellation for this reason of a Fall, Winter, or Spring program typically happens 2 business days prior to the program start date; cancellation of a Summer program typically happens 2 weeks prior to the program start date.
- **Weather cancellations:** If a class is cancelled due to the weather, a make-up class will typically be scheduled to honor the original number of meetings. If a make-up is not possible, a refund will be processed at the end of the program for the cancelled class.

Program Behavior: All participants are entitled to a pleasant and safe environment in the Marblehead Recreation & Parks programs. While partaking in our programs, participants are expected to demonstrate appropriate behavior and conduct. In the cases of inappropriate behavior or conduct deemed extreme or repetitive by the Instructor, participants may be suspended or asked to leave the program without a refund.