



Castleton Recreation and Activities Center
47 Mechanic Street, Castleton, VT 05735
(802) 671-8303

Castleton Parks and Recreation Refund and Credit Policy

Purpose

The purpose of this policy is to establish consistent guidelines for when refunds, account credits, or no reimbursement will be provided for Castleton Parks and Recreation programs, memberships, drop-in activities, and facility rentals.

General Policy

Program registrations, memberships, drop-in activities, and facility rentals are generally **non-refundable**.

When possible, a **recreation account credit** may be issued if the participant's spot can be filled by another registrant. Credits may be applied toward future recreation programs, memberships, or facility rentals.

To maximize the opportunity to fill a vacant spot, participants are encouraged to provide **at least two (2) business days' notice** when requesting to withdraw from a program.

These policies help ensure that programs maintain minimum enrollment levels and can continue operating without cancellation.

Requests not specifically addressed by this policy may be reviewed on a case-by-case basis.

Recreation Account Credits

Credits issued to a participant's recreation account:

- May be used toward future recreation programs, memberships, and facility rentals.
- **Do not expire.**
- Are available for immediate use once processed.



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- Are non-transferable to different households

Credits may be issued in the following situations:

- A participant withdraws for a scheduling conflict, vacation, or change in interest **and** the vacated spot can be filled by another participant.
- Unavoidable emergencies as defined by Castleton Parks and Recreation or as outlined in this policy.

Refund Eligibility

A full refund may be issued for unavoidable emergencies, including:

- Illness or injury of the participant.
- Serious illness of an immediate family member or guardian (parent, sibling, grandparent, or legal guardian).
- Death of an immediate family member.
- A motor vehicle accident or other **unforeseen emergency** that prevents participation.

Castleton Parks and Recreation reserves the right to request documentation when appropriate.

Ineligible Refunds or Credits

Refunds or credits will **not** be issued for:

- Removal from a program due to disciplinary or behavioral reasons.
- Failure to attend a program without prior notice ("no-shows").
- Dissatisfaction after a program has begun, except as determined by Castleton Parks and Recreation.

Program Cancellations by Castleton Parks and Recreation

If Castleton Parks and Recreation cancels a program for any reason, including but not limited to:

- Inclement weather



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- Low enrollment
- Instructor or staff unavailability
- Facility issues
- Any other operational reason

Participants will receive a **full refund** of the amount paid, minus credit card service fee.

Flex Registration Programs

Flex Registration programs allow participants to register individual dates throughout a season. These programs also have low miniuams

Examples include:

- Summer Camp
- Pickleball
- Open Gym
- Other eligible flex registration recreation programs

Participants may transfer their registration to another available date if:

- Space is available on the requested date; and
- The request is made at least **two (2) business days** before the original session.

Requests made with less than two (2) business days' notice will be considered on a case-by-case basis.

Refunds or credits for Flex Registration programs are available for unavoidable emergencies as outlined in this policy.

Facility Rentals

Facility rental reservations may be rescheduled to another available date for a **\$5 administrative change fee**, provided the request is made at least **two (2) business days** before the original reservation date.

Rescheduling is subject to facility availability.



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Refund requests for facility rentals will follow the General Policy and Refund Eligibility sections of this policy.

Refund Processing

When a refund is approved:

- Credit card payments will be refunded to the original payment method within approximately **2–3 business days**, depending on the financial institution.
- Refunds paid by cash or check will generally be issued by mailed Town check within **4–5 weeks**.
- Recreation account credits are available for immediate use.

Only the amount originally paid will be refunded. **Credit card processing or service fees are non-refundable.**

Business Days

For the purposes of this policy, **business days** are defined as **Monday through Friday, excluding Town of Castleton holidays.**

Appeals and Final Authority

Requests that fall outside this policy or involve extenuating circumstances may be submitted for review.

The **Castleton Town Manager** has final authority regarding all refund appeals and exceptions to this policy.