

FAIRBANKS NORTH STAR BOROUGH
DEPARTMENT
OF
PARKS & RECREATION

REFUND POLICY FOR INSTRUCTIONAL PROGRAMS

1. This policy is established to provide consistent refund procedures for aquatic instructional programs.
2. Refunds must be requested through the Facility Supervisor to the Parks & Recreation Director. Requests for Refunds must be made using the "Request for Refund" form.
3. All necessary information will be provided with the form including an explanation of the circumstances surrounding the request and a copy of the original receipt for payment.
4. Requests for Refunds must be received at least 24 hours prior to the first meeting of the class. This will allow the facility presenting the program time to contact persons on the waiting list. Only requests based on unusual circumstances will be considered after this time. Refunds granted after the first class will be prorated.
5. All "Requests for Refunds" must be signed, in person, by the person listed on the original receipt. Telephone requests may be accepted under unusual circumstances, but the form must be completed and signed by the person making the request. Requests made by mail must include the receipt for payment, a completed and signed "Request for Refund" form and a letter of explanation.
6. Requests for Refunds will be reviewed and approved by the Director of Parks & Recreation. All will be considered on a case-by-case basis. Requests under unusual circumstances include, but are not limited to, a doctor's order not to take or continue the class.
7. "Requests for Refunds" will be forwarded to Parks & Recreation Administration for approval and preparation of a "Check Request" form. This form will be forwarded to the Finance Department with a copy of the refund application. The Finance Department will issue and mail checks to requesting parties as soon as possible (usually within two weeks after receipt of the request).
8. Copies of approved "Requests for Refunds" and "Check Requests" will be kept on file at the originating facility. Refunds will be taken into account when tabulating the total yearly revenue for the facility.
9. Each person registering for an instructional program will be given a receipt for payment and will be verbally briefed or shown a copy of this policy.