**TOWNSHIP OF LOWER MERION**
***Department of Parks & Recreation***

***PROGRAM***
# ***REFUND FACT SHEET***

A request for a refund must be done in the following manner:

- A verbal request for a refund must be made to the office staff of the Department of Parks & Recreation **before the program in question has ended**.

- The verbal request must then be followed by a specific written request for refund, which must be submitted to the Recreation Supervisor before the end of the program season. (i.e. Winter, Spring, Summer or Fall.) The request must include the program, session, the reason for the request and the name and mailing address to whom the refund is to be sent.

Refunds will **not** be issued for vacation or a change of plans. Refunds **will** be considered for dissatisfaction with the program quality, a medical condition that prohibits participation, or a family/individual relocating outside of the Township.

**A $10.00 administrative fee shall be deduced for all refunds**. Refunds as a result of programs cancelled by the Township are not subject to the administrative fee.

Once a program has begun, only a partial refund will be considered. The refund amount shall include a combination of classes/session not attended minus the full $10.00 administrative fee.

If you are requesting a refund for a program that the Township has paid for in advance, a refund will not be considered unless the opening can be filled.

All refunds will be issued from our Finance Department and may take four (4) to six (6) weeks to be processed.

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