# POLICY #240

## COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA

## POLICY GOVERNING
## REFUNDS

**REFERENCE:**

Previous Cottonwood Heights Service Area Refund Policy

**PURPOSE:**

The purpose of this policy is to clearly define the guidelines and procedures for issuing refunds.

**SECTION I: DEFINITIONS**

Cottonwood Heights Parks & Recreation Service Area – to be recognized as Service Area

Designated Manager or Manager on Duty– An employee of Cottonwood Heights Parks & Recreation Service Area responsible for overseeing the Service Area in the absence of the Executive Director and Assistant Director.

Manager – An employee of Cottonwood Heights Parks & Recreation Service Area responsible for overseeing a specific department within the Service Area; also recognized as Department Head.

Resale Product – Items ordered for resale to the public and employees.

Specialty Class – A class taught by a certified instructor in his/her area of expertise. e.g. Lifeguard Training, Water Safety Instructor, Starfish Institute, American Red Cross CPR and First Aid.

**SECTION II: POLICY**

1.0 Membership Refunds

1.1 A full membership refund may be given up to one week after purchase unless membership cards have been printed. In such case, a $20.00 service charge will be retained. Three-month memberships are not eligible for refunds.

1.2 A fifty percent (50%) refund may be given for membership purchases made one week to thirty days.

2.5 5k's and Races

2.5.1 No Refunds will be issued once registered.
2.5.2 Transfers of registration to another participant may happen after registration and up to 1 week before event start date.
2.5.3 Any applicable credit card processing fees are non-refundable.

2.6 Aerobic Camps

2.6.1 Full Refund/Credit if requested prior to weigh-ins and measurements being taken at the Kick-Off meeting.
2.6.2 75% Refund/Credit if requested after Kick-Off meeting and prior to a complete week of the camp.
2.6.3 50% Refund/Credit if requested prior to completion of second full week of camp
2.6.4 No Refund/Credit will be issued after the second week of camp.
2.6.5 Any applicable credit card processing fees are non-refundable.

2.7 Flag Football, Junior Jazz, Soccer and other youth programs

2.7.1 Full Refund/Credit if requested seven days in advance of first game and no equipment or merchandise has been obtained by participant.

2.7.2 50% Refund/Credit after the first scheduled game has taken place or if any merchandise or equipment has been obtained by the participant.
2.7.3 NO Refund/Credit after two or more scheduled games have taken place.
2.7.4 Any applicable credit card processing fees are non-refundable.

2.8 Kids Rec Camp

2.8.1 Weekly Registrations
-$5.00 cancellation fee on all cancellation requests.
-Full refund (minus $5.00 cancellation fee) for any cancellation requests made 7 or more days in advance of camp start date.
-50% refund (minus $5.00 cancellation fee) for any cancellations made less than 7 days in advance, but more than 72 hours in advance of camp start date.
-No refunds/credits made less than 72 hours before camp start date.
2.8.2 Any applicable credit card processing fees are non-refundable.

2.9 Single-Day Recreation Programs

2.9.1 Full refund until 72 hours before the program start date and time.

2.16 Freestyle and Stick and Puck Sessions

2.16.1 100% credit up until session start time.
2.16.2 No credits for cancellation requests after the start of the respective session.

2.17 Room Rentals

2.17.1 No refunds, credits or transfers will be issued within 72 hours of the reservation date.

**SECTION III: PROCEDURE**

1.0 Admission and resale refunds may be approved by the Department Head and refunded by the designated manager through a void on the cash register.

2.0 All other requests for refunds will be made through the Program Coordinators/Managers

2.1 Refunds must be requested with the proper Sportsman documentation and authorized signatures where applicable.

2.2 Refunds will be issued through Accounts Payable or Customer Service Manager.

3.0 Credits left on account after 3 years may be forfeited.

APPROVED AND PASSED THIS 20 DAY OF October, 2020

COTTONWOOD HEIGHTS
PARKS AND RECREATION SERVICE AREA

By: _____

Lyse' Durrant, Executive Director

BOARD OF TRUSTEES

By: _____

Patti Hansen, Chair

# RESOLUTION NO. 2026-11

**A RESOLUTION ADOPTING CHANGES TO A FACILITY POLICY OF THE COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA POLICY #240-REFUND POLICY**

**WHEREAS,** the Cottonwood Heights Parks and Recreation Service Area Board of Trustees has adopted Policy #240-Refund Policy;

**WHEREAS,** the Board of Trustees of the Cottonwood Heights Parks and Recreation Service Area adopts changes to Policy #240-Refund Policy;

**NOW, THEREFORE, IT IS HEREBY RESOLVED** BY THE BOARD OF TRUSTEES OF THE COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA AS FOLLOWS:

1. **Adoption.** The Board of Trustees of the Cottonwood Heights Parks and Recreation Service Area adopts Policy #240-Refund Policy;

2. **Severability.** If any section, part or provision of this Resolution is held invalid or unenforceable, such invalidly or unenforceability, shall not affect any other portion of this Resolution, and all sections, parts and provisions shall be severable.

3. **Effective Date.** This Resolution shall become effective immediately upon its passage

**PASSED AND ADOPTED BY THE BOARD OF TRUSTEES OF THE COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA ON THIS 28th DAY OF OCTOBER 2026.**

**COTTONWOOD HEIGHTS PARKS AND RECREATION SERVICE AREA**

Patti Hansen, Chair

Jennifer Cottam

Dennis Magaro

Attest: Allie Brown