



# Withdrawal or Transfer Request

PARKS & RECREATION DEPARTMENT

Please choose one of the following options:

- Membership Withdrawal
- Membership Transfer
- Course Withdrawal
- Course Transfer

If withdrawal, requesting either a  Refund or an  Account Credit

If transfer from Class Code: \_\_\_\_\_ to Class Code: \_\_\_\_\_

Participant/Member: \_\_\_\_\_ Parent/Guardian: \_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Please explain request: \_\_\_\_\_

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## Course Withdrawal & Transfer Policy

**Course Cancellation:** In the event the Parks and Recreation Department cancels a course, a credit equal to the course fee will be given. A refund equal to the course fee or a transfer to a course of equal or lesser registration cost can be requested by the participant. *Convenience charges paid online can be credited to the account, but not refunded.*

**Participant Transfer:** Transfer requests must be received at least 7 days before the start date of the currently registered course, and may be done as long as the newly requested course has slots available. Transfers must be approved by a Parks and Recreation Programmer. *Participant will not be reimbursed for convenience charges paid online.*

**Participant Withdrawal:** Participants must withdraw from a course at least 7 days prior to the course start date to receive an account credit. A processing fee of 20% of the cost of the course registration will be assessed at the time of withdrawal. *If a Withdrawal or Transfer Request form is not received at least 7 days prior to the start of the course of session, an account credit or refund will not be issued. Participant will not be reimbursed for convenience charges paid online.*

**Medical Withdrawal:** An account credit will be issued to the participant if an illness or injury causes a participant to miss a single-day course, the entire course or the remainder of a course. To be eligible for a medical refund, written documentation from a physician's office must accompany the Withdrawal or Transfer Request and must be received within 72 hours of the first missed class. The refund will be prorated if the withdrawal occurs during the course and may be assessed a 20% processing fee.

## Membership Withdrawal & Transfer Policy

**Annual Membership:** Annual memberships are non-refundable, with the exception of a 30-day Opt Out Period. Annual membership holders may transfer their membership to another party. If the receiving party is classified as a non-resident, the receiving party will be required to pay the difference between the resident annual membership fee and the non-resident annual membership fee for the remaining portion of the annual membership. If a non-resident annual membership holder is transferring their annual membership to a resident of the City of Frisco, there is no refund for the price difference.

**Monthly Membership:** Monthly memberships are non-refundable. Monthly memberships cannot be transferred to another party. If a current monthly member requests a transfer to an annual membership during an active monthly membership, the pro-rated amount of the cost of the current month's membership will be credited toward the cost of the annual membership, not deducted from the yearly membership cost. The yearly membership will then have started on the same day as the existing monthly membership.

**Daily Membership:** Daily memberships are non-refundable and non-transferable. No refunds or account credits will be given for daily memberships nor will the cost of the daily membership be applied to any other membership plan.

## Refund Policy



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## PARKS & RECREATION DEPARTMENT

Refund requests must be submitted in writing on the appropriate form provided by the Parks and Recreation Department in a timely manner. If payment was taken using a credit card, the refund, if approved, can be credited to the same credit card. Payments made by check will be held until cleared - 30 days past the initial purchase date. Cash and check payments can only be refunded by check, which takes approximately 4 – 6 weeks. All refund checks will be mailed. *All account credits and refunds are subject to approval by the Parks and Recreation Department and applicable pro-ration and processing fees. Under no circumstances will a cash refund be provided.*

*I have read and understand the refund policy stated above.*

\_\_\_\_\_  
Signature of Participant/Parent/Guardian

\_\_\_\_\_  
Date

### FOR STAFF USE ONLY

Request received by: \_\_\_\_\_ Date: \_\_\_\_\_

Circle One:

Has the request been approved?      Yes \_\_\_\_\_ No \_\_\_\_\_

Has Class been updated?              Yes \_\_\_\_\_ No \_\_\_\_\_

Credit/Refund amount given: \_\_\_\_\_

Programmer Signature: \_\_\_\_\_

Date Approved: \_\_\_\_\_