



# Refund Appeal Form for Cancelled Activity Registrations



## REFUND/CREDIT POLICY

1. Full refunds will be given if Augusta County Parks and Recreation (ACPR) cancels a class, program, trip or event.
2. With any registration cancellation, a \$10 cancellation fee will be retained (or the full fee if less than \$10).
3. Refund checks will be mailed within 2-4 weeks for transactions made by check or cash. Refunds will be applied to credit cards for transactions made by credit card. If there is an existing household balance, the refund will be directly applied to that balance.
4. All refund requests must be submitted on the Refund Appeal Form. Please mail completed Refund Appeal Form to Augusta County Parks and Recreation at P.O. Box 590, Verona VA 24482, fax to 540-245-5732 or email to [parksrec@co.augusta.va.us](mailto:parksrec@co.augusta.va.us). Refund Appeal Form must be received in our office within 10 business days of the initial inquiry in order to be considered.

**For activities and programs (non-trips):** Refunds will be given up until 5 business days prior to when a program begins, minus the \$10 cancellation fee. If pre-purchases have been made, these costs will also be deducted from the refund. No refunds will be approved after this date unless special circumstances warrant, such as emergency, illness, death, etc. If a program is cancelled due to weather or instructor illness, staff intent is to arrange a make-up class. No refunds or pro-rated fees will be given if participants miss a program, including make-ups.

**For all trips:** No refunds will be given unless your space on the trip can be filled. If a waiting list exists, ACPR will contact those on the waiting list to try to fill the space(s). If no waiting list exists or those on the waiting list no longer want to participate in the trip, it will be the responsibility of the participant to resell their space(s) on the trip. Note that the \$10 cancellation fee will apply, even if the space is filled.

**For all overnight trips:** A minimum of \$75 deposit per person is required to reserve your space. Deposits are non-refundable unless the trip is cancelled by ACPR. If a person from a double/triple/quad room withdraws from the trip or fails to pay the balance, it will be the responsibility of the remaining roommate(s) to pay the difference on the new room rate.

**For events:** Registration fees are nonrefundable unless otherwise stated on the registration paperwork. Full refunds will be given if the event is cancelled prior to the start of the event. If threatening weather arises during the operating hours, the event may be cut short for safety purposes, however no refund will be given.

## Reason for Refund Appeal

Name of Participant \_\_\_\_\_

Date of Birth  
(if under 18 years old)

Parent's Name  
(if under 18 years old) \_\_\_\_\_

Preferred Contact # \_\_\_\_\_

Program Name \_\_\_\_\_ Program Code \_\_\_\_\_

Program Date(s) \_\_\_\_\_ Amount Paid for Program \$ \_\_\_\_\_

By checking this box and typing my name below, I certify that the information provided on this form is complete and correct to the best of my knowledge. I understand and hereby agree that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Should my refund appeal be approved, please mail to:

Name of Payee

Address

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

OFFICE USE ONLY BELOW THIS LINE

This refund is APPROVED/DENIED for the amount of \$ \_\_\_\_\_

\_\_\_\_\_  
Authorized Staff Member

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date