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Town of Kent Recreation and Parks Refund Policy

Administrative/Processing Fee:

There will be a \$10 administration/processing fee for any refund issued prior to the start of an event, sport, program or activity once the funds have been processed by the town. If the funds have not been processed no administrative/processing fee will be charged.

Refunds:

If an event, sport, program or activity is cancelled, rescheduled or significantly altered a full refund will be given prior to the programs scheduled start date. If a refund is requested after the start date a full refund minus a \$10 administration/processing fee will be issued.

If a refund is requested after the start date, but less than halfway through a program, a refund of 50% of the program cost minus a \$10 administration/processing fee will be issued.

No refunds will be issued once a program is 50% complete or more.

Special Circumstances:

If a participant is injured while participating in the event, sport, program or activity, regardless of when during the program the injury occurred and they are unable to continue, they will be entitled to a full refund.

If a situation does not meet the criteria above the Director of Recreation and Parks will make a determination of whether a refund will be issued and the amount it will be issued for.