



## NEWTON PARKS & RECREATION

246 Dudley Road, Newton, MA 02459  
O: 617-796-1500 | TTD/TTY: 617-796-1089  
parks@newtonma.gov



MARC C. LAREDO  
MAYOR

### GENERAL PROGRAM REFUND POLICY

Programs cancelled **30 or more days** before the program start date will receive a refund minus an administration fee. The administration fee is **5% of the program cost**. For any of our tennis clinics and lessons, an administrative fee of \$50 will be charged.

Programs cancelled **within 30 days** of the program start date will only be refunded (minus the administration fee) if we are able to fill the vacated space.

Programs that require advance ticket purchases or have roster submission deadlines may require additional cancellation notice to be eligible for a refund.

Refunds will be issued as a **credit card refund or refund check** and typically take **2–3 weeks** to process after the refund request is received.

### PROGRAM CANCELLATIONS

If **Newton Parks and Recreation** cancels a program in full, a **full refund** will be issued.

If only part of a program is cancelled due to extreme weather or other unforeseen circumstances, we will attempt to **offer a make-up class**. If a make-up is not possible, a refund will be issued for the cancelled day. Refunds will not be provided for days when a program runs or is rescheduled.

### MISSED DAYS

We understand that participants may occasionally miss a day due to other commitments. However, because instructor fees, facility costs, and supply expenses are fixed, we **cannot provide pro-rated refunds, credits, or make-ups** for missed days.

### SERIOUS INJURY OR ILLNESS

If you are unable to attend a program due to a **serious illness or injury**, a refund for the unused portion of the program may be considered if **written medical verification** from a physician is received within **7 days**. Approval depends on whether the vendor, instructor, or program can refund a portion of the fee and/or if we are able to fill the open space. Refunds will not be given for missing one or two weeks of a multi-week program.

### INAPPROPRIATE BEHAVIOR

Participants dismissed from a program due to **inappropriate or aggressive behavior** are **not eligible for a refund**.