

COUNCIL POLICY

<u>SUBJECT:</u> Community Services Department Refund Policy	<u>POLICY NO.:</u> 28-95	<u>DATE ADOPTED:</u> a) 9/25/95
	<u>AUTHORITY:</u> a) Resolution No. CC-9509-78 b) Resolution No. CC-1302-010	b) 2/19/13

PURPOSE:

To establish a policy for refunds for any class, program or excursion offered by the Community Services Department of the City of Lawndale.

PROCEDURE:

It shall be the policy of the City Council that when City staff in the Community Services Department issue a refund, the following process shall be followed:

1. **Written Request Required.** All refund requests must be submitted in writing to the Community Services Department using the City's Refund Request form and must be approved by the department head.
2. **Payment.** Refund checks shall be processed through the City's standard warrant process within four (4) to six (6) weeks and will be mailed to the payee.
3. **Contract Classes and Programs.** Refunds for contract classes not including youth sports leagues or camps will be issued only if a written request is submitted no later than the start of the second meeting of class. For classes or programs with less than three meetings, written requests must be submitted no less than 48 hours in advance of the initial scheduled class or program.
4. **Youth Sports Leagues.** Refunds for youth sports leagues must be submitted in writing no later than the start of the respective league's second weekend of games and will be contingent upon the child's complete and undamaged uniform being returned at the time the request is submitted.
5. **Youth Camps.** Refunds for youth camps must be submitted in writing no later than four (4) city business days before the start of the camp. Refunds for camps which include a field trip will be contingent upon the Community Services Department finding a replacement participant for the field trip.
6. **Recreational Field Trips and Excursions.** All refunds for recreational field trips or excursions that are not part of a camp must be submitted in writing two (2) city business days prior to the departure date of the trip. Refunds will be contingent upon the Community Services Department finding a replacement participant for the field trip or excursion.

7. Senior Travel Club. Refunds for Senior Travel Club trips must be submitted in writing to the Club President prior to the deadline established by the contracting tour company for that excursion. Refund requests submitted later than the deadline will be issued only if a replacement participant is found. For refund requests submitted after the deadline for overnight trips in which lodging fees have been paid, lodging fees will only be refunded if a replacement participant is found. If a single replacement is found where double occupancy lodging fees have been paid, the lodging fees will only be partially refunded.
8. Facility Reservations. Refunds for facility reservations cancelled by the applicant must be submitted in writing no less than five (5) business days in advance of the scheduled usage.
9. Administrative Fee. The City shall retain \$5.00 per transaction as an administrative fee in connection with a refund sought for a class or program unless the class or program is cancelled by the City. For classes and/or programs cancelled by the City refund requests are not necessary and the participant will receive a full refund.
10. Appeals. Refund requests denied by the Community Services Department may be appealed to the Parks, Recreation and Social Services Commission at a regularly scheduled commission meeting. The Parks, Recreation, and Social Services Commission may waive the administrative fee or authorize a transfer to another class or program if circumstances warrant and it is in the best interest of the City.