

CANCELLATION POLICY

1. All classes/programs/events not meeting minimum enrollment will be postponed or cancelled. Program minimums are **five (5)** participants, unless otherwise noted.
2. If your class/program/event is cancelled, you will be notified, via Contact Preferences selected on your account. Classes/programs/events may be cancelled due to low enrollment, inclement weather, or instructor availability.
3. In the event the Tuolumne County Recreation Department has to cancel or reschedule a class/program/event, the participant has the option of a full refund or department credit.
4. Refunds for cancelled classes/programs/events may take up to 30 days to process, depending on method of payment. A department credit for cancelled classes/programs/events happens within twenty-four (24) hours of refund being approved.

REFUND/CREDIT POLICY

Facility Reservations:

1. A full refund or department credit to your account (less non-refundable deposit) will be processed for refund requests made at least **five (5) business days** prior to your rental date.
2. All refund requests made fewer than **five (5) business days** of your rental date will be assessed an administrative fee of **25% of rental fee less deposit**.
3. No refunds will be made for same-day cancellations or no-shows, except for those due to medical reasons or other extraordinary circumstances **accompanied by official documentation**.
4. If a refund is to be approved for documented medical reasons or extraordinary circumstances, the Tuolumne County Recreation Department must be notified no later than twenty-four (24) hours after the scheduled rental date. Notifications must be made by submitting a Refund Request form on the County's website. Just log on to www.tcrecreation.com and click the "Refund Request" tab on the left side of the webpage and fill out the form in its entirety and then click submit. You will be able to submit your official documentation as an attachment to the online form or you can choose to deliver it to the Tuolumne County Recreation Department Office (43 North Green Street, Sonora, CA 95370). If you choose to deliver the documentation you must still complete and submit the online Refund Request form.
5. All facility reservation deposits are non-refundable unless otherwise noted. Facility reservation deposits are non-transferable and only good for the specific date/time/location originally requested. If a new facility reservation date/time/location is requested a new deposit must be paid.

Classes/Programs/Events:

1. All refund requests made at least **five (5) business days** prior to the first day of the activity will receive a full refund less administrative fee of **25% of activity fee** for each activity being refunded, or you can receive a full department credit to your account that does not charge an administrative fee.
2. No refunds will be made for requests made fewer than **five (5) business days** of the first day of activity, for same-day cancellations, or no-shows, except for those due to medical reasons or other extraordinary circumstances **accompanied by official documentation**.
3. If a refund is approved for documented medical reasons or extraordinary circumstances it will be assessed an administrative fee of **25% of activity fee** and then pro-rated based on the number of days attended as long as the Tuolumne County Recreation Department is notified within twenty-four (24) hours of the last day attended. Notifications must be made by submitting a Refund Request form on the County's website. Just log on to www.tcrecreation.com and click the "Refund Request" tab on the left side of the webpage and fill out the form in its entirety and then click submit. You will be able to submit your official documentation as an attachment to the online form or you can choose to deliver it to the Tuolumne County Recreation Department Office (43 North Green Street, Sonora, CA 95370). If you choose to deliver the documentation you must still complete and submit the online Refund Request form.
4. No refunds will be given for requests made after the program has concluded. **NO EXCEPTIONS**.
5. Participants that register for an activity and choose to be put on a wait list and do not get into the activity because no spaces open up will be given a choice of a full refund or full department credit to their account and will not be charged any administrative fees.

Refunds are processed through the Recreation Department Office located at 43 North Green Street, Sonora, CA, 95370. They are issued in the form of a check by the Tuolumne County Auditor's Office. If the registration fee was *paid in cash*, please allow *5-10 working days* for the refund to be received; if *paid by check*, allow *3-4 weeks* for the processing time.

Department credits will be credited back to the participants account within twenty-four (24) hours of refund being approved. Department credits cannot be transferred or cashed out.