

Astoria Parks and Recreation Program Refund Policy

Please read the following refund policy for recreation programs. Due to program minimums and administration time and cost, the refund policy will be applicable to all requests for refund.

All program fees must be paid in full at the time of registration

Due to processing expenses, refunds will only be provided for amounts greater than \$19.99. Amounts below that threshold will be credited to patron accounts.

Full refunds will be granted when requested eleven (11) calendar days or more prior to the date of the program registration deadline. Refunds requested less than 11-days prior to the program registration deadline will forfeit 20% of the registration fee and all late registration fees are nonrefundable.

Cash Cards are nonrefundable.

Monies on account will be applied for use with future registration to other programs offered by the Parks and Recreation Department.

Once the recreation program begins, NO REFUNDS will be issued. Please note: A full refund will take place when the Parks and Recreation Department cancels a program.

All requests for refunds must be done in writing three (3) ways:

- Written notice can be emailed to parksinfo@astoria.or.us with "REFUND REQUEST ATTN: PARKS DIRECTOR" in the subject line of the message
- Written notice can be mailed to 1555 W. Marine Dr., Astoria, OR 97103 (postmarked date will apply). Please include: "Attention: Parks Director" on refund request envelope
- Written notice can be delivered in person to the front desk of either the Aquatic Center (1997 Marine Dr.) or the Recreation Center (1555 W. Marine Dr.) Please include: "Attention: Parks Director" on requests or documents

All written notices must be delivered before 5:00 pm of the cutoff date to be considered for any complete or partial refund.

Medical or death in the family refunds requested with a doctor's note and/or death certificate prior to the start date of the program will be granted in full. A prorated refund will be granted for medical or death refund requests received during the program. Refund requests for other unforeseen reasons will be considered on a case by case basis.

Please visit Astoriaparks.com for more information!