

PAYMENT, CREDIT & REFUND POLICY
EFFECTIVE AS OF JANUARY 1, 2018

PAYMENTS

All payments must be made in full at time of registration. A \$25 NSF fee will be assessed for returned or cancelled checks.

CREDITS

All credits on an account expire on June 30 of each year, regardless of when the credit is issued. Requests for refunds for those credits must be received by the Parks & Recreation Department by June 30 of each year.

REFUNDS

All refunds must be requested in writing to parksandrec@san-marcos.net per the submission deadlines below. No refunds or credits will be issued for requests that do not meet stated deadlines.

If a program is cancelled by the City, a full refund will be issued.

Field reservations and park/aquatic rental refunds will only be issued in the case of severe inclement weather.

League fees are only refundable if a team on the waiting list is willing to take your place.

Indoor facility reservation fee (\$200) is non-refundable.

Refunds will not be issued for non-attendance, sick or vacation days.

Refunds will not be issued for guests of group reservations who are not present, and additional guests will be charged at time of entry.

Program Type	Refunds			Transfer / Reschedule		
	Available	Submission Deadline	Administrative Fee	Available	Submission Deadline	Administrative Fee
Classes	Yes	3 business days prior to start date	\$10	Yes	3 business days prior to start date	\$0
Day Camp / Specialty Camp / Preschoolers Program	Yes	10 business days prior to start date	\$25	Yes	10 business days prior to start date	\$0
Park Rental / Field Rental / Aquatic Rental / JP Nature Center Field Trips	No	N/A	N/A	Yes	30 business days prior to start date	\$10
Indoor Facility Rental	Yes	90 days prior to rental date (50% refund)	\$20	No	N/A	N/A
Drop-In Activity, Punch Card, Event, Ticket, Material Fees, League Fees	No	N/A	N/A	No	N/A	N/A