

REFUND POLICY

I. POLICY: City of Novato Parks, Recreation and Community Services, (PRCS), offers a refund and satisfaction policy to encourage current and future program participation. This policy applies to all programs sponsored by PRCS except special events; day camps; specialty camps; one day programs; gymnastics classes after the fifth week of each session and camps; and Novato Senior Citizens Club programs.

II. DEFINITIONS:

- A. Program Fee: Amount charged to participate in a PRCS class, activity or program.
- B. Registration Fee: Service fee to cover administrative overhead costs for a class, activity or program.
- C. Processing Fee: Service fee for clerical services involved in processing refunds and scholarship credits, (Appendix B). The processing fee is not charged if PRCS changes or cancels a class, activity or program, or if the participant is dissatisfied with a class, activity or program.
- D. Non-Refundable Fees: The portion of the Program Fee that covers costs already incurred by PRCS for a class, activity or program. This includes, but is not limited to, prepaid event tickets, hotel reservations, transportation costs, partial class attendance, materials and costs for instructors and staff. See Appendix C for Novato Senior Citizens Club Trip Policies and Procedures.

III. REFUND REQUESTS:

All refund requests must be accompanied by a completed Refund/Transfer request form, (Appendix A). All refund requests must be made no later than one working day after the class, activity or program ends.

A. Full Refund:

- 1. A full refund (including the Registration Fee, Processing Fee and Non-Refundable Fee) will be issued for a class, activity or program canceled or changed by PRCS. This includes changes to times, dates, location and specified instructors.
- 2. A full refund (including the Registration Fee, Processing Fee and Non-Refundable Fee) will be issued if a participant is dissatisfied with a program, and also notifies PRCS in person or by phone, within one working day after the end of the program.

B. Partial Refund

1. The Registration Fee, Processing Fee and Non-Refundable Fees will not be refunded after a participant signs up for a class, activity or program. After deducting these fees, a partial refund (amount paid minus Registration Fee, Processing Fee and Non-Refundable Fees) will be given for refund requests made prior to the start of a class, activity or program.
2. For refund requests made after the start of a class, activity or program, a prorated fee covering the number of classes that have occurred will be deducted along with the Registration Fee, Processing Fee and Non-Refundable Fees from the final partial refund amount.

C. No Refund

1. No refunds will be made for missed sessions if a participant completes the remainder of the program.
2. No refunds will be given once the following programs have started: special events; day camps; specialty camps; gymnastics camps; one day programs; and Novato Senior Citizens Club programs.
3. No refunds will be given for gymnastics classes after the fifth week of each session.

IV. REFUND PROCEDURE:

All refunds must be requested as outlined in Section III and must be requested on the Refund/Transfer request form, (Appendix A). The form can be completed by the applicant in person, or by clerical staff if the applicant requests the refund by telephone. The refund amount depends on the reason for and timing of the refund request. One copy of the form will be filed in the office files, and one copy will be routed to the staff person in charge of the program for which the refund is requested. The reason for the refund must be included, e.g., dissatisfied with program, unable to attend one or all sessions of program, etc.

- A. Check Refund: A refund check will be mailed to persons who paid by cash or check. The processing time can be up to three weeks, in accordance with the payables schedule of the City of Novato Finance Division.
- B. Credit Card Refund: If a credit card was used for the original payment, the refund must be credited to the same credit card.

Larry Dito
Director of Parks, Recreation and Community Services

Listing of Attachments

Appendix A—Refund Application

Appendix B—Processing Fee

Appendix C—Novato Senior Citizens Club Trip Policy and Procedures

APPENDIX A



No Transfer or Refund will be processed without a completed request form.

**PARKS, RECREATION AND
COMMUNITY SERVICES**

75 Rowland Way, #200
Novato, CA 94945
Telephone: 899-8200 ♦ Fax: 899-8219

Request for: G Transfer G Refund

Refund and Transfer Policies: If you enroll and then cannot attend, it is possible to request either a transfer or a refund. If you choose to transfer, we will apply the amount of your enrollment fee to any course you select. If you prefer to receive a refund, refer to the refund policy in the current issue of the Novato Visions/Activities Guide -- to complete this request.

Requested by: _____ Date: _____
(Name if different from enrollees)

Enrollee Name: _____
(First Name) (Last Name)

Address: _____

City: _____ State: _____ Zip Code: _____ Daytime phone: _____

Currently Enrolled in:

Activity Code	Course Name	Begin Date	Receipt Number
1.			
2.			

Reason for refund/transfer: _____

<input checked="" type="checkbox"/>	METHOD OF PAYMENT (Check One)
	Visa
	MasterCard
	Cash
	Check
	Financial Aid

For Office Use Only:

Amount Paid:	\$
Registration Fee	\$(3.00)
Processing Fee:	\$()
Fee for Classes That Have Occurred	\$()
Non-refundable Fee(s) (materials)	\$()
Class Transfer to	\$()
Amount of Refund:	\$

Requesting Transfer to:

Activity Code	Course Name	Begin Date	Receipt Number	Fees Paid
1.				
2.				

A confirmation receipt will be mailed to you upon completion of your request. Do not assume that your request has been processed until you have received confirmation.

APPENDIX B

PROCESSING FEE

As of January 1, 1997, the processing fee charge is as follows:

Residents	\$5.00
Non-Residents	\$7.00

This fee is subject to change per City Administrative Policy 2.3, Appendix D.

APPENDIX C

NOVATO SENIOR CITIZENS CLUB TRIP POLICIES & PROCEDURES

TRIP SIGN UPS

- Trip sign-ups are taken at the Margaret Todd Senior Center, Monday – Friday 9:00am – 5:00 pm, 1560 Hill Road, Novato, CA 94947 (415) 899-8290
- Sign-ups for all trips will be on a first-come, first-served basis.
- Sign-ups for day trips, and most others, begin three months prior to scheduled trip.
- Sign-ups for extended trips (defined as trips two nights or longer) will begin a minimum of six months prior to the scheduled trip date whenever possible.
- Reservations may be made in person or by phone (if payment is not due at sign-up).
- All passengers must have a current Medical Emergency form on file before trip departure.
- **1st day of sign-ups:** New trip sign-ups will always be on Mondays. Sign-ups begin when Center opens at 9am.

PAYMENT

- Full payment on all day trips is due at least 6 weeks prior to trip date, unless otherwise specified.
- **On all overnight trips, theater trips or any trip where pre-purchase of tickets is required, full payment is due at time of sign-up.**
- Checks will not be deposited until 2 weeks prior to trip date.
- All Non-Club members will pay an additional \$2.00 for trips.
- Travel insurance is highly recommended for all extended trips.

CANCELLATIONS / REFUNDS

- Participants should call the Margaret Todd Senior Center at 415-899-8290 if not able to make the trip.
- To receive a full refund, cancellations must be received 2 weeks prior to trip date, unless otherwise specified.
- If cancellation occurs less than 2 weeks in advance, all measures will be taken to fill your space. Staff will contact people on the waiting list, if one has been established. If a waiting list has not been established, the participant may recruit his/her own replacement (the Center must be informed of potential replacement). Full refunds will be made only if trip is full and we can resell your space.
- Extended trips may have special rules and regulations regarding down payments, refunds, cancellations, deadlines, and travel insurance.
- No refunds will be given due to missed departure of a trip.
- **Upon sign up, no refunds will be given for theater trips or any trip where pre-purchase of tickets is required, unless the person canceling finds a replacement and notifies Center. This applies to trips with spaces still available. If trip is full and Center can find replacement from waiting list, a refund will be given.**

SEATING & ROOMING

- Special Needs: When signing up for a trip, please let us know if you need a special bus seat or special accommodations due to medical reasons. A doctor's certificate may be requested.
- Day Trips: Seating for day trips is on a first-come, first served basis the day of the trip. The trip escort will reserve seats throughout the bus for participants boarding at second pick-up location. **The removal and relocation of reservation signs is not allowed.**
- Overnight Trips/Longer Trips: Seats may be selected at time of sign-up.
- Participants are not to board bus until trip escort has announced that boarding may begin.
- Participants are responsible for finding their own roommate (for overnight trips) and transportation to and from the pick up location.

PICK UP & DROP OFF

- All trips pick up and drop off passengers at the Margaret Todd Senior Center and Ignacio Center (455 Entrada Drive). When signing up for a trip, participants are to advise which pick-up location they desire.
- Trips depart promptly at announced time.
- Participants are to arrive at their specified pick-up location 15 minutes prior to the departure time listed on the trip flier.

IMPORTANT INFORMATION

- All trips are subject to change and availability.
- The NSCC is sponsored by the City of Novato Parks, Recreation, and Community Services Department.
- Current Medical Emergency form must be on file prior to trip departure.
- Alcohol consumption is prohibited on bus.
- Passengers are encouraged to bring a bottle of water on each trip.
- Children are permitted to go on NSCC trips as long as the authorized adult takes sole responsibility of the child and an "Emergency Information" form is completed for the child. However, for extended and overnight trips, children must be at least 10 years of age.
- It is highly recommended that persons requiring assistance be accompanied by a companion who is both capable and responsible for providing assistance.

RULES OF CONDUCT (Page 3 of Bylaws)

- The following rules of conduct shall apply to both members and non-members who participate in any activities sponsored by the organization, including activities off site. While participating in activities on site, the Margaret Todd Senior Center Code of Conduct (posted in Center) shall also be adhered to.
 1. Participants on trips shall follow the established Trip Policies and Procedures.
 2. Bingo participants shall follow the established Bingo Policies and Procedures.
 3. Profanity will not be tolerated in any form, verbal or written.
 4. Discrimination or harassment toward any person will not be tolerated.
 5. Violent language or behaviors will not be tolerated.
 6. Courtesy is to be shown to all persons at all times. Disruptive conversation and/or annoyance will not be tolerated. If you have a personal problem with someone, unrelated to an activity offered by the organization, it must be addressed away from the Center.
 7. If a person has a problem or complaint related to an activity offered by the Novato Senior Citizens Club, Inc., it is requested that they contact the presiding official, an activity chairperson or an Officer of the Board. The Board shall be apprised of the problem or complaint.

DISCLAIMER

- All travel events sponsored by the NSCC are for the convenience and pleasure of the members and guests.
- The NSCC, the MTSC, trip escorts, and travel agencies used for NSCC trips assume no liability for any passenger or their possessions.