

Recreation Programs – Withdrawal or Transfer Policy

Transfer Policy

- Request for transfers must be submitted at least 7 days before the listed start date of the camp, class, or program.
- Transfer request will only be considered based upon open availability.
- If the transfer is to a higher priced class, the difference must be paid before the transfer can be completed.
- If the transfer is to a lower priced class, the difference will be credited to the household account.

Withdrawal Policy

- Withdrawal requests must be submitted through the Recreation Division's [Withdrawal or Transfer Request Form](#)
- Withdrawal or Transfer Request will only be considered a minimum of 7 days before the listed start date of the class, program, or camp.
- Medical Request are subject to the Medical Policy.
- Staff approved withdrawals will be refunded according to the Refund Policy.
- For adult athletic programs, refunds will not be issued once the schedule has been released.

*Withdrawals and transfers will not be considered if the program participation drops below the minimum number required.

Medical Policy

- Written documentation from a physician's office must be submitted along with the [Withdrawal or Transfer Request Form](#)
- Request form regarding medical issues must be received within 3 days of the start of the first class, program, or camp. If not requested in time, a prorated refund will be considered based upon the Refund Policy.

Refund Policy

- Full refunds will be issued for any program cancelled by the Parks and Recreation Department.
- Approved withdrawal participants may select one of the following refund methods:
 - Prosper Parks and Recreation Account Credit – Administrative fee will not be charged for credit. Account credit may not be refunded at a later date.
 - Credit Card Refund – Refund may only be processed if payment was made online or in person.
 - Check Refund – Refund will be made in the form of a check if the original purchase was made with a check or if the credit card used previously is no longer valid.
- All refund checks will be mailed to the account holder's address within 4 weeks.
- All account credits and refunds are subject to approval by the Parks and Recreation Department and subject to the applicable proration and administrative fees.
- Administrative charges are not subject to refunds.
- Refunds will be subject to a 15% administrative charge.

*Makeup classes are subject to discretion of the department and/or instructor.