



Senior Activity Center Cancellation and Refund Policy



Cancellation by the Senior Activity Centers

Full refunds are provided in the event a program, class, event, or other activity is cancelled at the discretion of the Department due to low enrollment, inclement weather or other extenuating circumstances. In the case that a cancellation occurs during the course of the program, class, or activity, the refund will be prorated accordingly.



Cancellation by the Participant

To withdraw from a program, class, event, or activity complete the Cancellation Form and follow the instructions. Cancellation Forms may be accessed by visiting the Department's CivicPlus registration page or at the senior activity center receptionist desks.

Cancellations made at least 10 calendar days prior to the start of that activity may be eligible for a full refund. Allow 2-4 weeks for refunds to be processed.

Cancellation made after the 10-day notice period will not receive a refund with the exception of documented medical cases. In the instance of lost resources by the Department due to a participant cancellation, a cancellation fee may be charged, not to exceed the cost of the program.



Notice

St. Mary's County Department of Aging & Human Services reserves the right to modify any refunds based on unique situations or unforeseen circumstances deemed appropriate by the Department.

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