

REFUND POLICIES



Refunds may be available with proper notification per policy restrictions

Recreation Classes, Programs & Sports Camps

Full Refunds are provided in the event that a program, class, event or other activity are cancelled at the discretion of the department due to low enrollment, inclement weather or other extenuating circumstances. A full refund may also be applied if the participant is unable to participate with a doctor's note stating participation is not possible due to medical reasons. If a doctor's note is received after the first day of class, a refund will be applied for any dates after the date of the doctor's note or the last day of participation prior to the injury or medical event.

Partial Refunds are provided if a request is made no later than two (2) business days prior to the start of the class or program. Requests must be completed using your online household account by visiting [Recreation & Parks Online Platform](#). A \$10 cancellation fee will be assessed and subtracted from your refund. In most circumstances, refunds can be returned as a credit on your credit card, a check which will be mailed to your address (if paid by check or cash) or as a household credit. Household credits are valid from one-year of receipt. If notification is provided less than two (2) business days or on the first day of class, you will receive a 50% refund. If a participant is unsatisfied with a class, request for refunds must be discussed with the program coordinator. To discuss a concern or complaint, please submit request in writing to RPinfo@stmaryscountymd.gov.

Changes or Transfers for program registrations from one person to another is not permitted. The only exception is for bus trips with proper notice (at least 1 week) provided in writing to RPinfo@stmaryscountymd.gov. Transfer for an individual from one program to another is permitted pending space availability. All requests for transfers must be submitted in writing to RPinfo@stmaryscountymd.gov and further directives will be provided. Transfers must be conducted at least 2 (two) business days prior to the start of the program.



Non-Refundable Instances

Refunds will not be made available for any requests received after the first day of class or without a doctor's note stating participation is not possible. If written notification is not received to cancel from a class, program or facility rental, refunds will not be considered.

Refunds are not available for the following: memberships & passes, punch-passes, daily admission fees, drop-in fees, one-day event fees, Tiny Tots play group, School Age Care (SAC) household deposits, summer camp deposits, family skate admission, amusement park tickets, Summerstock tickets or other non-reoccurring special events such as the Easter Egg Festival, Family-themed events (pool parties, dances, games). Improper, or lack of timely notification, will result in no refund.

St. Mary's County Recreation & Parks reserves the right to modify any refunds based on unique situations or unforeseen circumstances deemed appropriate by the department. Consideration will be given on a case-by-case basis and all written requests will be reviewed in a timely manner. Refunds are not provided for participant illness.

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Some programs, events or facility rentals have additional refund restrictions.

Policy By Specific Programs

Summer Fun, Specialized & Therapeutic Camps require a \$25 deposit at the time of registration. This deposit is non-refundable. Requests for cancellation must be processed at [Recreation & Parks Online Platform](#) prior to the payment due date (2-weeks prior to the camp week) will not be required to pay the remaining balance. If the remaining balance was already paid, that amount will be refunded (minus the deposit). Any requests after the two-week deadline will result in a 50% refund (minus the deposit). All requests received on the first day of camp or after will result in no refund.

School Age Care & Out of School Camp disenrollment requires a minimum of a two (2) week written notice and cancellation will be at that time minus a \$15 processing fee. Refund total will be determined by date of disenrollment. The one-time registration is non-refundable. All requests must be received at RPinfo@stmaryscountymd.gov. Failure to provide written notification will result in no refund and will not be provided for any student absences due to illness, inclement weather closures, or a child's suspension or termination from program.

Youth Basketball League requires processing at the [Recreation & Parks Online Platform](#). All refunds requests received after registration and prior to the first game will result in a 50% refund; there will be no exceptions except for doctor's note releases. Any requests that are not a qualifying event (i.e. medical) submitted after the start of the program will result in no refund.

Facility Rental Refunds require a two-weeks notice minus a \$25 cancellation fee. Requests must be processed at the [Recreation & Parks Online Platform](#). Transfer to another date is permitted if additional dates are available. This includes reservations at all indoor facilities: Margaret Brent, Leonard Hall, Hollywood and Carver Recreation Centers and the Wellness & Aquatics Center (WAC). Refunds or transfer to another date without penalty, will be granted if the Department closes facilities for any reason.

Outdoor Pavilions & Splash Pad cancellations must be processed at the [Recreation & Parks Online Platform](#) at least two (2) weeks prior to the reserved date, minus a \$25 cancellation fee. Inclement weather refunds will not be considered. Refunds or transfer to another date without penalty, will be granted if the Department closes facilities for any reason.

Programs that meet once and qualify for a refund, will require at least one (1) week's processing for a refund, minus a \$10 cancellation fee. These programs include Kid's Night Out, Parent's Night Out and Therapeutic Recreation drop-in theme programs.

HOUSEHOLD CREDIT LIMITS



Household balance will have an expiration limit and handled according to amount.

Household Credit Procedures

Household Credits less than \$100

- A household credit is a result of a request for program refund (per cancellation policies), class cancellation or any situation deemed by Recreation & Parks. Any amount \$100 or less will remain on the account for 12 months from date of credit applied.
- Household credits may be used towards any purchase of services with Recreation & Parks.
- Household credits are applied:
 - Per the request of the customer. Once it has been applied, the customer will not be able to then request a refund via credit card.
 - If a customer changes an active reservation beyond the cancellation period and is approved by the Recreation Division Manager based on legitimate circumstances (illness, family emergency, deployment, job loss).
 - If a customer requests to transfer to another program at which said program is a lesser value.
- Household credits less than \$100 will expire 12 months from the original credit date.
- Household credits cannot be transferred to other households or forms of refund payment.
- Unused household credits that expire will be transferred to the department's scholarship fund.

Household Balances Exceeding \$100

- Any household credit balance exceeding \$100.00 as of June 1st each calendar year will be processed for a check reimbursement. The reimbursement will include the entire household balance at that the time of processing. A receipt of refund will be emailed to the household account.
- Recreation & Parks is not responsible for any returned checks due to insufficient mailing or contact information.
- Only check refunds will be issued. Refunds will not be completed to credit or debit cards.
- Household balances cannot be rolled over to a following fiscal year.

Household Balance Refund Request

- Request for household balance refunds are approved if completed within the same fiscal year the original purchase was completed.
- Approved refunds will be issued as a check that is mailed to the address on file for the household.
 - Another option available is to apply any unused household balances above \$25, to purchase a R&P gift card to avoid losing the value upon expiration.
- Any unclaimed balances will be surrendered, per Sections II.d and II, and transferred to the department's scholarship fund.



Email RPinfo@stmaryscountymd.gov
Phone 301-475-4200 ext. 1800
Staff Directory www.stmaryscountymd.gov/recreate/staff

INDEMNIFICATION & ACCOMMODATIONS

All programs are filled on a first come, first served basis and require pre-registration. All programs are subject to cancellation/change and are limited to space availability. R&P will determine the need for class cancellation based on registration received one week prior to the start of class. Participants are encouraged to register early.



Indemnification statement is acknowledged for each registration

Release & Waiver of all Claims - Indemnification Statement

The Undersigned participant (Parent/Guardian) understands that this release forever discharges and holds harmless, St. Mary's County Government/Department of Recreation and Parks from any liability or claim that participant may have against St. Mary's County Government with respect to any bodily injury, personal injury, illness, death, property loss or damage that may result from participant's activities, whether caused by the negligence of St. Mary's County Government/Department of Recreation and Parks or its officers, directors, employees, agents, volunteers or otherwise. Participant (Parent/Guardian) also understands there are inherent physical risks associated with activities and programs and that, St. Mary's County Government does not carry or maintain health, medical, or disability insurance coverage for any participant. Each participant is expected and encouraged to obtain his or her own medical or health insurance coverage. I also authorize the Commissioners of St. Mary's County (including its departments, boards, commissions, agents, employees and volunteers) to use my image and/or voice in any media form (including, but not limited to, cable television broadcasts, videos, internet communications, and publications). I release the Commissioners of St. Mary's County from any and all claims and liability regarding the making or use of an audio and/or visual recording of my image and/or voice (including claims related to rights of publicity or privacy, defamation, or portrayal in a false light, whether intentional or unintentional).



Notify us for any needs to ensure proper accommodations

Accommodations & Inclusion

Recreation and Parks makes every effort to ensure that programs and services are accessible for those with identified individual needs. With your registration, please include information regarding your individual need (i.e. allergies, medical condition, disability and/or any accommodations needed.) Please ensure complete answers are provided in the questions section of the online registration. Written documentation must be provided in hard copy to the R&P main office PRIOR to the start of the program. A two-week notice is required in order for the Department to make reasonable accommodations based on individual needs. For assistance and more information please call 301-475-4200 ext. 1800. For inclusion services, please contact Crystal Haislip, Therapeutic Recreation Coordinator at crystal.haislip@stmaryscountymd.gov. To learn more visit, [Minimum Requirements for Successful Inclusion](#).

