

City of Daly City
Department of Recreation Services

REFUND POLICY

This Refund Policy has been established to provide refunds and credits resulting from the cancelation of or withdrawal from Programs, Activities, Classes, Camps, Clinics, Leagues, and Facility Reservations offered by or through the Department of Recreation Services.

If, for any reason, a Program, Activity, Class, Camp, Clinic, League, and/or Facility Reservation is canceled by the Department of Recreation Services, the customer shall be contacted and will have the option to receive a full refund or credit to the customer's iPlay account.

All requests for refunds must be submitted in writing by email to active@dalycity.org or in person at the Department of Recreation Services Administration Office located at 111 Lake Merced Boulevard, Daly City, CA 94015.

Programs, Activities, Classes, Camps, Clinics, Leagues

Customers who would like to withdraw from their enrollment in a program, activity, class, camp, or clinic and receive a full refund, must submit a request at least five business days prior to the start date of the program, activity, class, camp or clinic. If a customer requests a withdrawal less than five business days prior to the scheduled start date, a credit will be applied to the customer's iPlay account, less a \$10 processing fee.

Customers who request withdraws after a program, activity, class, camp, or clinic has commenced, a partial credit to the customer's iPlay account may be applied, with approval from the Department of Recreation Services. The amount of this partial credit shall be pro-rated based on the number of remaining sessions, less a \$10 processing fee. A refund shall not be issued.

Exceptions:

- **Aquatics Lessons:** Due to high demand and limited availability of aquatic lessons, customers who request withdraws from an aquatic lesson prior to its start date, shall receive credit to the customer's iPlay account, less a \$10 processing fee. A refund shall not be issued.
- **Youth Sports Leagues:** Customers that request a withdrawal from individual league registration, within the three weeks after the start date of a league, may receive a credit to the customer's iPlay, less a \$30 uniform fee and a \$10 processing fee. If a customer withdraws on or after the start of the league's fourth week, no credit or refund shall be issued.

Refunds or credits may not be available for certain programs, activities, classes, camps and/or clinics. These programs, activities, classes, camps, or clinics will have specific guidelines outlined in their activity descriptions and at time of enrollment.

Court Reservations

Customers who would like to cancel or change a court reservation, and receive a full refund, must submit a request at least five business days prior to the court reservation that is being canceled. If the request is received less than five days prior to the court reservation, a credit to the customer's iPlay account will be issued. A refund shall not be issued for cancelations received less than 24 hours prior to the court reservation.

Facility Reservations

The refund of the Facility Reservation deposit will be determined by the Department of Recreation Services, provided that the renter has met the requirements outlined in Facility Reservation Terms and Guidelines. Failure to comply with the terms of the reservation contract, clean-up, and rental agreement will result in a forfeiture of all or a portion of your deposit.

Customers who would like to cancel a reservation must submit a request in writing. Refunds will be issued as follows:

- A refund of paid fees will be issued, less a \$100 cancelation fee which will be deducted from the rental deposit if a reservation is canceled more than 30 days prior to the date of the reservation.
- A refund of paid fees will be issued, less a \$250 cancelation fee which will be deducted from the rental deposit if a reservation is canceled 30 days or less prior to the date of the reservation.

Additional Information Regarding Refunds

- Refunds will be issued in the following methods depending on the original form of payment:
 - Any fees paid by cash or check will be refunded via a check from the City of Daly City. This check will be mailed to the address provided by the customer at time of registration and reservation.
 - Any fees paid by credit card will be refunded to the original credit card. If the original credit card is no longer available, customer must contact the administration office immediately.
- Credit issued to the customer's iPlay account may be used to pay fees for programs, activities, classes, camps, clinics, leagues, and facility reservations offered by or through the Department of Recreation Services. Credit will be available for use up to one year from the date it was issued. If the credit is not used within this one-year period, the credit shall be transferred from the customer's iPlay account into the Department's scholarship fund.
- Exceptions to the Refund Policy due to extenuating circumstances may be considered by the Department of Recreation Services.