



REFUND/CREDIT/TRANSFER REQUEST

12501 Alcosta Blvd, San Ramon, CA 94583

Phone: 925-973-3200

Fax: 925-830-5162

www.SanRamon.ca.gov

parks@sanramon.ca.gov

For Office Use Only:	MC Barcode: _____
	MC Name: _____
	First _____
	Last _____

REFUND
 CREDIT*
 TRANSFER

Participant Name: _____ Primary Telephone: _____ Date: _____

Name of Program: _____ Act#: _____ Program Start Date: _____

Fee Paid: _____ Parent/Guardian Name (if applicable): _____

Would you like to register for a new program? New Program/Class Act#: _____ New Fee: _____

I originally paid with: Cash Check Credit Card

Please Select One of the Following Options:

- Return my refund (less processing fees) in the form of my original payment.
- Leave my refund (less processing fees) on my account as a credit for future use.
- Apply refund amount (less processing fees) to new program/class registration.

**Credits left on accounts will be automatically refunded back to the customer each year on December 1, and will be charged the refund transaction fee.*

Refund Policy: Patron-requested refunds will be approved only if requested in writing no later than 7 days prior to the first day of the class/program. Within 7 days a credit will be given if the class does not fall below the minimum attendance. Fees charged for withdrawal/refund/credit and transfer requests are assessed as follows: \$5.00 for each class \$72.00 and under, and for each class over \$72.00, 7% of the class fee. Charges will be assessed for each (individual) class or program you are requesting to withdraw from, refund, credit or transfer out of. By affixing my signature below, I authorize the City of San Ramon Parks and Community Services Department to process the refund. If approved, a refund will be issued within 3 weeks in the original form of payment.

 Participant Signature (Parent/Guardian if under 18) _____
 Date

Exception Requested: All requests that fall outside the refund policy must be approved by a program supervisor.

Reason for Requesting Exception: _____

OFFICE USE ONLY Is Replacement Available: Yes No Request Received by: _____ Date Received: _____

Site Receiving the Request: _____ Time Received: _____

Forwarded Form to: _____ Date: _____

Supervisor Approved:

- | | | | |
|-----------------------------------|---|-------------------------------------|---------------------------------------|
| <input type="radio"/> Full Credit | <input type="radio"/> Partial Credit for _____ # of Classes | <input type="radio"/> Denied Credit | <input type="radio"/> Transfer |
| <input type="radio"/> Full Refund | <input type="radio"/> Partial Refund for _____ # of Classes | <input type="radio"/> Denied Refund | <input type="radio"/> Transfer Denied |

Supervisor Note: _____

Supervisor Signature: _____

Office Staff: _____ Registration Amount Paid: _____ Fee Charged: _____

Amount of Refund Requested: _____ Amount Credited: _____ Completed by: _____ Date Completed: _____

Request Completed By: _____ Date Processed: _____

Charge any additional programs and/or transfer fees to my: MasterCard VISA American Express

Print name as it appears on card: _____

Expiration Date _____ Authorized Signature _____

Card No. _____ Amount \$ _____



Your satisfaction matters to us! If you are dissatisfied with a program at any time, please contact the Parks & Community Services Department immediately so we can assist you. Please call 925-973-2611 or email parks@sanramon.ca.gov.

Processing Fees

All refunds, transfers and withdraws will incur a fee as follows: \$5 for each program/class \$72 and under, 7% of program/class fee for each class/program over \$72.

7 Days Before the Program Begins or the Registration Deadline

1. You may withdraw from the program/class online and have a credit placed on your account without incurring the processing fee.
2. Full refunds (less processing fee) will be issued for requests received 7 days prior to the start of the class/program. Refunds will be returned in the form of the original payment or can be left on your account as a credit.

Within 7 Days

1. Credit (less processing fee) will be given if the program meets the minimum attendance requirements.
2. Refunds (less processing fee) will ***only*** be given if a substitution is made for your spot.

After the Program Begins

- All refund requests after the program begins are not guaranteed. Program supervisors will review them on an individual basis.
- Failure to attend a program (no shows) will not be granted a refund or credit.
- Refunds or credits will not be issued for requests received after the program is finished.

Examples of Refund Exceptions that will not be considered:

- Vacation or Scheduling Issues
- No Show or Forgot to Attend
- Weather or Environmental Issue
- Personal Transportation Problem