La Sierra Community Center Recreation Office
5325 Engle Rd. #100 Carmichael, CA 95608
Phone: (916) 562-4783
info@carmichaelpark.com

Carmichael Recreation and Park District Refund Policy

General Guidelines

- A refund will be issued to a participant if a class/activity is canceled by the Carmichael Recreation and Park District.
- There will be no program or account credits issued in lieu of refund.
- All refund checks will be processed through the County of Sacramento and mailed within 4 – 6 weeks.
- Refunds are not given for uniforms, jerseys, or material/lab fees that have already been given to the program participant or specifically ordered for him/her.
- Refunds are not given for convenience fees when customers make payment with credit card.
- A $25 service charge is applied on all returned checks.
- Carmichael Recreation and Park District reserves the right to adjust the refund policy.

Refunds for Classes or Activities:

1) **Seven Business Days or More in Advance -**Participants who withdraw from a class/activity more than seven business days before the date of the first class/activity may receive:
    - A refund to their credit card, if paid within the same month, minus a $5 processing fee per transaction.
    - A refund by check minus a $15 processing fee per transaction.

2) **Less Than Seven Business Days in Advance -** Participants who withdraw after seven business days before the date of the first class will not be refunded any portion of their costs.

3) **Prorated Refunds –** Refunds given after the start of a program will be issued to a participant unable to attend due to medical reasons. A prorated refund request must be submitted in writing at the La Sierra Community Center (5325 Engle Rd, Suite 100) or emailed to info@carmichaelpark.com with an attached physicians note.

Facility Rental Refunds

All cancellation notifications must be submitted in writing via a confirmed email, delivered in person, or by certified mail. Credit card convenience fees will not be refunded.

a) If an event is cancelled more than 60 days in advance, CRPD will retain 50% of the deposit.
b) If an event is cancelled within 30-60 days in advance, CRPD will retain 100% of the deposit.
c) If an event is cancelled less than 30 days in advance, CRPD will retain the full deposit and all fees.
d) All refunds are charged a 10% administrative processing fee.

Participant Refund Requests:
To request a refund, please contact our Recreation Office at (916) 562-4783 or email us at info@carmichaelpark.com.