

CITY OF COVINA
PARKS & RECREATION DEPARTMENT

REFUND POLICIES

CLASSES AND SPORTS – Full refunds may be requested a minimum of 24 hours prior to the start of the program. Prorated refunds are provided if less than 24 hours prior to program start, but before the second day of program. No refunds are provided after the second day of the program has occurred, regardless of whether participant has attended the program. For any Private Lessons or One-Day programs, refunds requested with less than 24 hours' notice will only be issued if spot is resold.

DAY TRIPS - Refunds must be requested by deadline stated on promotional material. For requests after stated deadline, refunds will only be issued if seat is resold.

AQUATICS – **NO REFUNDS will be issued for swim lessons (NO EXCEPTIONS).** Credits or transfers must be requested by 5 pm on the Thursday prior to session start date. **NO credits will be issued for any reason (including medical) after the credit/transfer request deadline.**

SENIOR PROGRAMS - For any activities priced \$5 or less, NO refunds will be issued, only credits if requested by stated deadline. For all other fee-based activities, refund must be requested by deadline stated on promotional material, or if no deadline stated, then a minimum of 24 hours in advance of activity date.