

# PROGRAM ATTENDANCE, WITHDRAW, AND REFUND POLICY

## ABOUT OUR ATTENDANCE POLICY

- Participants should attend all classes registered for.
- Failure to attend **two classes** within the first two weeks of the instruction will result in the participant being removed from the program roster unless an emergency or life hardship is experienced/communicated for consideration.
  - Otherwise any registration previously paid for will be forfeited.

## ABOUT OUR REFUND POLICY

- All program registration fees will be awarded back to the participant if the participant requests to cancel attending the instruction prior to the beginning of the program schedule as well as if the Hope Mills Parks and Recreation Department has to cancel the program after the program has begun.
- All refund request must be submitted to the contact information below at least 7 days prior to the program start date, which will result in an **refund or account credit**. Request made less than 7 days to the program start will be issued at 50% of the total program fee as an account credit **ONLY**.

## ABOUT OUR WITHDRAW POLICY

- Requests to withdraw from a program or to be transferred to a future program date/session, must be submitted to the contact information below at least 7 days prior to the program start date. Transfers will not be made if request is made 6 days or less from start date.

## ADDITIONAL INFORMATION

- No refunds, credits, or transfers will be awarded after a program has started or concluded.
- Account credits have no expiration date and can be applied to any services offered by the Hope Mills Parks and Recreation Department.



GET IN



910-426-4061

TOUCH



[bmclean@townofhopemills.com](mailto:bmclean@townofhopemills.com)