

Recreational Services – Refund / Missed Class Policy (Updated September 2005)

The following refund policy pertains directly to any transaction processed through Tuttle North Room 281. Programs include all intramural sports events, birthday/group parties, Brockport Kids Camp, Fun Days!, judo instruction, Learn to Skate, Saturday Parents' Night Out, swim instruction and tae kwon do instruction. For refund information on any other program, please contact the HUB office at (585) 395-2681.

Intramural Sports

Several intramural sports events require each individual or team to pay a **registration fee** at the time of registration. This fee guarantees that the individual or team will participate in the event, thereby resulting in the individual or team being placed on the event schedule. All individual, free-agent and team registration fees are nonrefundable. However, if the event is cancelled or rescheduled for a date that the individual or team is not available or the individual or team is inadvertently left of the event schedule, the registration fee shall be fully refundable. Additionally, all other fees including the missed meeting fee and forfeit fee are nonrefundable.

Youth and Family Programs

- **Birthday and Group Parties:** All parties require a deposit be paid at the time of confirmation. This deposit is a guarantee that the party will be held on the date specified and is nonrefundable. The party fee (less the deposit) must be paid the day of the party. Once a party is confirmed, it may not be rescheduled for a different date.
- **Brockport Kids Camp:** Each BKC session requires a deposit to be paid at the time of registration. This deposit is a guarantee that the participant will attend the session specified at the time of registration. The registration fee (less the deposit) is due one-week prior to the start of the session registered for. The deposit and registration fee are *nonrefundable, however, may be transferred to a different session provided the request is made a minimum of ten business days prior to the start of the original session registered for and provided space remains in the requested session.
- **Fun Days! and Saturday Parents' Night Out:** These programs require a registration fee be paid at the time of registration. The fee is a guarantee the participant will attend the program registered for. The registration fee is *nonrefundable, however, may be transferred to a different program date provided the request is made a minimum of five business days prior to the original program date registered for and provided space remains in the requested program date.
- **Learn to Skate, Judo, Swim and Tae Kwon Do Instruction:** These programs require a registration fee be paid at the time of registration. The fee is a guarantee the participant will attend the program registered for. The registration fee is *nonrefundable. Additionally, we are unable to reschedule or provide "credit" for any missed classes.

*The following exceptions shall be made to our nonrefundable policy:

- The program is cancelled, in which case the payment shall be fully refundable.
- The participant is injured and will be unable to participate in the program. All payments shall be fully refundable provided we are informed of the injury a minimum of one business day prior to the start of the program and a physician's note indicating the injury is submitted with a refund request form. If advance notice is not provided, no refund or credit shall be issued.
- The participant is moving out of the area and will be unable to attend the program. All payments shall be fully refundable provided we are informed of the cancellation a minimum of ten business days prior to the start of the program. If advance notice is not provided, no refund or credit shall be issued.

How to Obtain and Submit a Refund Request Form

You may obtain a refund request form by visiting our Web site at www.brockport.edu/recservices, visiting our office located in Tuttle North Room 281 during business hours, or calling our office at (585) 395-5081 to have a form faxed to you. Completed forms may be faxed to (585) 395-2884, dropped off in Tuttle North Room 281 or sent to the mailing address listed below. Once your request has been reviewed you will receive an e-mail indicating the status of your request.

Mailing Address
350 New Campus Drive
Attention: Jason Zeck
Brockport, NY 14420



Refund Request Form

Date of Request: _____

Program: _____

Participant's Name: _____

Parent's Name: _____

Address: _____

City: _____ Zip: _____

E-Mail Address*: _____

*Will only be used to provide information on the status of your request.

Social Security Number*: _____

*The State requires a social security number be provided to issue a refund.

Amount of Requested Refund: _____

Form of Payment: _____

Reason for Request: _____

- **Important** – when submitting this form be sure to include a copy of your receipt and a physician's note (for those requesting a refund due to injury)!
- Return form to Tuttle North Room 281 or fax to (585) 395-2884.

Office Use Only

Comments: _____

_____ Date Request Received

_____ Approved _____ Not Approved

_____ E-Mail Notification Sent

_____ Date Submitted to Secretary

_____ Estimated Refund Date