

REFUND POLICY

Refunds and Transfers

Please plan your schedule carefully in order to keep cancellations and transfers to a minimum. Registered participants may cancel their registrations up to one week in advance of the first class. A \$5 service fee will be charged. Refunds or cancellations will be given only if the cancellation is made at least one week before the beginning of the class. Full refunds will be issued when the Parks and Recreation Department cancel a program or a class. Refunds will be returned 4-8 weeks after being approved.

Satisfaction Guaranteed

The City of Milan Parks and Recreation Department is striving to provide the public with high quality recreation programs. We are confident in the quality of our programs and stand behind them by offering our Satisfaction Guaranteed Policy. Our department guarantees that you will be satisfied with the recreation class in which you and your child participate. If you are not satisfied after attending one day of our class or program, tell us and we will arrange for you to receive a full refund less a \$5 service fee. All refunds must be made in writing the day following the first day of the class. The satisfaction guaranteed policy will not apply to cases of vacation or personal conflict, and it does not apply to city-sponsored leagues, one-time special events/trips or facility rentals.