



## Parks & Recreation Department Standard Operating Procedure

### Customer Service Satisfaction and Refund Guidelines

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#### BACKGROUND

Medford Parks and Recreation works to bring residents and visitors quality programs at affordable prices. Staff are empowered to make informed decisions and provide creative solutions for our customers.

We do not discriminate based on religion, race, color, national origin, sexual orientation, age or ability and strive to meet the needs of all citizens. If an accommodation is needed we request advance notice to ensure customer needs are met. These requests should be directed to the program supervisor for the activity and/or facility.

#### REFUND GUIDELINES

Refund requests (unless otherwise outlined) can be submitted to the department via phone, mail or email ([parks@cityofmedford.org](mailto:parks@cityofmedford.org)) based on the following:

**Adult League Sports:** Team fees are refundable less a \$10 processing fee if request is made prior to schedules being developed by the program manager.

**Tournament Fees:** Tournament cancellations received two weeks prior to the start of the tournament are eligible for a refund less a \$10 processing fee. All tournament fees are non-refundable if received less than two weeks prior to the start of the tournament.

**General Park and Field Reservations:** Fees are refundable less a \$5 processing fee per cancellation if requested any day Mon-Fri 8a-5p prior to use of the park. Fees may also be refunded if requested after a reservation date if inclement weather interfered with park use.

**Special Event Park Reservations:** Fees are refundable, minus staff fees, if requested 72 hours before scheduled set up and/or event; whichever was scheduled to occur first. This is subject to change based on specifics of some large events and those ancillary agreements.

**Pool and Santo Center Birthday Party Reservations:** Customers will receive a full refund if requested 5 business days prior to the date of the reservation. If a customer does not show up for a reservation, personnel policies dictate staff be paid in full for their shift and no refunds will be issued for a reservation no show.

**Swim Lessons:** Customers will be assessed a \$5 refund fee if canceling a swim lesson registration. If the department cancels a class due to lack of enrollment, or other necessary reason, the customer will be offered another class of equal ability or given a full refund.

**Youth Programs, Family Programs, and Adult Programs:**

- 1) Full refunds will be granted if transferring or withdrawing from an activity in a timely manner that allows waitlist customers to be contacted.
- 2) If a customer transfers to another activity of less cost the balance will be refunded.
- 3) If we cancel an activity we will issue a full refund or a transfer into another activity.

**Summer Day Camps, Discovery Camps, and Specialty Camps:**

- 1) A \$10 processing fee will be retained by Medford Parks and Recreation for all refunds. In order to receive a refund, a written notification must be received within 5 business days before the camp week.
- 2) In order to receive a partial refund for half of the camp fee and less the \$10 processing fee a written notification must be received at least 3 business days before camp starts.
- 3) There are no refunds for camp within the 48 hours prior to camp starting.

**Discovery Preschool:** A written notification must be received within 2 weeks of the next month starting. Customers will receive a full refund for each month that has not begun.