

You MUST complete the refund request form in all cases when requesting a refund or transferring programs.

This form can be downloaded from our website, requested via email, or picked up at our office. Once completed, please email the form to parksandrecreation@coventryri.gov or drop it off at our office (1277 Main St). **We are unable to process your refund until this form is submitted.**

If you have trouble printing the form, feel free to email all the required information without the form itself. Please ensure that ALL information is included.

Our office is open Monday through Friday, from 8:30 a.m. to 4:30 p.m. (closed on most holidays). Additionally, a drop box/mail slot is available 24/7 to the right of the front door, labeled 'Office,' at the Community Center.

If you are mailing your request form, please send it to 1277 Main St., Coventry, RI 02816, attention: Staff.

We will honor the date that the envelope is postmarked as the date received.

REFUND POLICY

One day classes:

- No refunds will be issued less than five (5) full business days prior to the class. **NO EXCEPTIONS!**
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Multi day or week classes:

- **Withdrawal from a program at least 10 full business days before the first class** (excluding weekends and holidays), a full refund will be considered, minus a \$10 administration fee and a 3% processing fee if paid by card.
 - **Withdrawal from a program less than 10 full business days before it starts** OR after the first class will result in no refund, unless extenuating circumstances apply. In the case of a medical issue, a doctor's note must be submitted with the request form for consideration. Any decision to issue a refund will be prorated, minus a \$10 administration fee and a 3% processing fee if paid by card.
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Camps:

- **No refunds will be processed once the camp begins**, unless extenuating circumstances occur. If a medical issue arises, a doctor's note must be submitted with the request form for consideration and a prorated refund may be considered on a case-by-case basis. **Absolutely no refunds will be issued for children expelled or suspended from camp.**
- **Withdrawal from camp at least 10 full business days before the first day** (excluding weekends and holidays), a full refund will be considered, minus a \$10 administration fee and a 3% processing fee if paid by card.

Fieldtrips:

- **No refunds or transfers will be processed after the field trip due date.** This date changes annually based on camp dates and will be communicated in advance.
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All Trips:**- Deposits**

- For trips that require a deposit, the deposit is non-refundable. If you need to cancel your trip, you must do so before the specific date Parks and Recreation sets forth in order to receive a full refund. The deposit, a \$10 administration fee and any related credit card processing fees are non-refundable.

- No deposits

- For trips that do not require a deposit, a refund will only be given if we are able to fill your seat as tickets need to be purchased in advance
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Transfers:

- All transfer requests will be considered on a case by case basis depending on class participation.
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Cancelled Classes:

- Participants will receive a refund when a program is cancelled due to lack of participants, facilities, or qualified instruction minus the 3% processing fee if paid by card.
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Notes:

- Refunds for payments made by cash or check will be issued in the form of a check.
- A \$30 service fee will be charged for any checks returned from the bank.
- Refunds take approximately 3-4 weeks to be processed.

The Town of Coventry reserves the right to change this policy with notification to the party requesting the refund.

All this information is available on our website

Coventryrecreation.com