

Cary Parks, Recreation and Cultural Resources Department
Withdrawal Request Form

This form is for requests to cancel enrollment and request a refund/credit for an activity or camp if the request is outside the policies listed below or a medical/hardship request and/or the patron is unable to withdraw themselves from the activity online.

ACTIVITY REFUND POLICY: A participant wishing to withdraw from a class, program or league that has not been canceled by the Town must request to be withdrawn at least **seven (7) calendar days before** the first day of the class, program or league's first game. The participant will receive a 100% refund. Refund for payments made by check cannot be processed for three weeks from the date payment was made. Refund/transfer requests received less than seven (7) calendar days prior to the start date of a class, program or league's first game may not be granted.

CAMP REFUND POLICY: A participant wishing to withdraw from a camp that has not been canceled by the Town must request to be withdrawn at least **fourteen (14) calendar days before** the first day of day of the camp. The participant will receive a 100% refund. Refund for payments made by check cannot be processed for three weeks from the date payment was made. Refund/transfer requests received less than fourteen (14) calendar days prior to the start date of a camp may not be granted.

MEDICAL/HARDSHIP WITHDRAWAL: A participant may request a withdrawal due to an unforeseen medical condition or family hardship less than seven (7) calendar days prior to the activity/camp or during the course of the camp and up to seven (7) calendar days after the program ends. The request must be made in writing using this form and is subject to verification. The participant may receive a full or prorated refund based on a case-by-case review.

- *Non-attendance/non-participation in the activity/camp does not entitle a patron to a refund.*
- *The existence of a waitlist for the activity/camp does not guarantee a refund/credit.*
- *Deposits are non-refundable.*

Enrolled Participant: _____ **Age:** _____ (or Adult/Senior)

Parent Name (if applicable): _____

Contact Information:

Email: _____ **Phone:** _____

Activity Name: _____ **Activity Code:** _____

Start Date: _____ **Location of Activity:** _____

Reason for Request:

Check one option:

- CREDIT ISSUE (*This credit will remain on the Household account for one-year and can be applied to any other activity or to repeat the same activity at another time.*)
- REQUEST FOR REFUND

SIGNATURE: _____ **DATE:** _____

Send completed form to: recreation.support@carync.gov or return directly to the facility or point of contact with Cary Parks, Recreation and Cultural Resources.

Staff Use Only: _____ Received Date _____ Reviewed Date _____ Processed Date _____ Staff Initials _____