



The Department will grant a full refund of program fees, less a \$5.00 service charge (per child), if the request is received prior to the start of the program. If an insufficient number of registrants have enrolled in the program, or the program is cancelled due to inclement weather, the Department will issue a full refund. After the program has begun, the **“Good Time Guarantee”** Policy requirements apply.

“Good Time Guarantee” Policy: At the Department of Youth and Recreational Services, we are committed to providing the public with quality recreation programs. Our residents and non-resident guests are important to us! We feel that you deserve quality programming and service at all times. We are so confident that we offer high quality programs that we are backing it with our **“Good Time Guarantee”**. Our promise and policy is as follows:

The Department’s promise is that you will be satisfied with the quality of our programs in which you participate or you will receive a **Full** refund of fees you have paid for that program.

The policy and refund process is simple. If you are not satisfied with the quality of our instruction, please take a moment of your time to complete and return our **“Good Time Guarantee”** refund form and voucher (if you paid cash), prior to the fourth class. If you have attended 1 or 2 classes, and are unsatisfied, you will receive a full refund. If you attended more than 2 classes, your refund will be prorated. Refunds submitted after the fourth class will not be honored except for medical reasons (proper documentation from the attending doctor is required); such refunds will be prorated. Your input on the refund form is very valuable to us in that it will allow us to help focus on where improvement is needed.

The **“Good Time Guarantee”** refund form is available from any program supervisor. This policy applies to classes and instruction only. A recreation class is defined as a program where department personnel teach activities or skills over a period of two or more weeks. **We’re sorry...single event activities (craft classes, holiday and other special events, etc.) and activities priced at \$10 or less are not covered by this policy and as a result no refunds will be issued.** If you cancel out of a field trip valued at more than \$10, a full refund, less the \$5.00 processing fee (per child), will be given if you cancel at least 48 hours before the trip. If you cancel later than 48 hours before the scheduled trip, no money will be refunded.

Because of the paperwork involved, as well as the demand for the program, a non-refundable processing fee for the children’s summer camps and early childhood programs will be \$25.00. A refund for four weeks of camp or less will be prorated as per the policy outlined in paragraph one. **In addition, please note that the \$100 deposit for all hockey registrants is non-refundable.** All other Department services will utilize the refund policy as specified in paragraph one.

We are unable to provide refunds on season passes, softball franchises and diamond permits. In the case where pre-purchased goods and services i.e. admission tickets, transportation costs, deposits, reservation charges cannot be refunded, participants may not be given a full refund.

We’re sorry, but we are unable to give account credits or cash refunds. Audit and control policy precludes cash refunds; **all refunds will be issued by check, or credit card, depending on the method of payment.** Refunds take approximately three to four weeks once your paperwork has been received. We will do our best to issue refunds as quickly as possible, but sometimes delays are necessary to ensure accuracy.

**Cheektowaga Youth and
Recreational Services
275 Alexander Avenue
Cheektowaga, New York 14211
(716) 897-7207
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If you have questions regarding this policy, please call our office, 897-7207, between 9:00 a.m. and 4:30 p.m. and we will be more than happy to clarify things.

REFUND POLICY

TOWN OF CHEEKTOWAGA

YOUTH AND RECREATIONAL SERVICES

