

## POLICIES AND PROCEDURES

### Register Early!

Reserve your spot by registering at least three days prior to the class start date. Payment is due when registering. Decisions affecting classes are made in advance, so register early to prevent an unnecessary class cancellation! Late registrations will be accepted if space and materials are available.

### Registration Reminders

Keep a record of the dates and times of your registered classes, as registration reminders are not sent.

### Classroom Policy

For safety reasons, children are not allowed in adult classes.

### Class Cancellations

Classes cancelled by Wichita Park & Recreation due to low enrollment or unexpected circumstances are entitled to a full refund/credit. If your course is cancelled, we will attempt to notify you by phone or email prior to the first class. You may also apply the class fee to another course.

### Withdrawal Requests

To withdraw from a class, submit a written request to [bmcguire@wichita.gov](mailto:bmcguire@wichita.gov), fax to 316-858-7611 or drop off at any recreation center. Include the student's name, contact information, class information and tell us the reason for the request. Withdrawal forms are also available at [Wichita.gov/ParkandRec](http://Wichita.gov/ParkandRec).

### Inclement Weather

Every effort is made to maintain standard operations during inclement weather. However, if a class cancellation is necessary, we will attempt to notify you by phone or email. All efforts are made to reschedule classes cancelled.

### Refund Policies

Once a written withdrawal request is received, the refund/credit amount is determined based on the request date. Refunds may take up to three weeks to process. The \$1 online registration convenience fee is non-refundable. Requests received:

- Three or more business days prior the start of class receive a full refund/credit.
- One to two business days prior the start of class incur a \$5 administrative fee. Refunds/credits are not available for one-day workshops or one-day camps.
- After the first class and before the second class incur a \$5 administrative fee and are reviewed on a case-by-case basis. You may receive no refund/credit or a partial refund/credit if the enrollment falls below the minimum number of participants needed to hold a class or if supply costs are incurred on your behalf.
- After the third class will not be issued a refund/credit.

### Account Credits

Credits placed on your recreation account are available until the end of each calendar year, at which time a refund will be issued, less a \$5 administrative fee.

### Satisfaction Guarantee

Wichita Park & Recreation is committed to excellence and strives to provide the highest quality classes. If you are not completely satisfied with a class or program, submit your concerns in writing and a member of our administrative staff will contact you.