



# Program or Facility Credit/Refund Request Form

Please review refund policies on the back of this form.

All refunds are subject to processing fees.

Participant \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Parent/Guardian \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

Cell \_\_\_\_\_ Home \_\_\_\_\_ Work \_\_\_\_\_

Program/Session \_\_\_\_\_ Program Dates \_\_\_\_\_

Room Reserved \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Event Time \_\_\_\_\_

### Did you know your satisfaction is guaranteed?

Did WPR make a mistake? Were you less than satisfied with your program? We want you to be happy with your WPR experience! If you are not satisfied with a program after attending, choose one of the following options and we will be in contact with you to discuss the program. Participants who completed the program and would like a credit/refund for the entire program are asked to meet with the Program Supervisor and the Superintendent.

- Repeat the same activity at no charge
- Receive a credit that can be applied to other programs offered by WPR
- Received a refund by check or applied to your credit card (depending on original transaction)

### Credit/Refund Request

See Frequently Asked Questions on the back of this form for more information

- Credit on WPR Account
- Check Refund
- Refund to Credit Card
- Program/Date Transfer: \_\_\_\_\_

Reason for Request: \_\_\_\_\_

\_\_\_\_\_

By signing below I am confirming that I have read and understand the policies on the back of this refund request.  
**Facility Rentals:** I understand a processing fee of \$10.00 will be applied to approved refunds/credits for facility rentals.  
**Recreation Refunds:** I understand that a processing fee of \$5.00 or more will be applied to approved refunds/credits for recreation programs/leagues. If a t-shirt has been ordered the processing fee will be at least \$10.00.

Parent/Guardian Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Warrensburg Parks & Recreation ~ 445 East Gay, Warrensburg, MO 64093 ~ 660-747-7178 ~ www.warrensburg-mo.com

Community Center Attendant: Staff \_\_\_\_\_ Received \_\_\_\_/\_\_\_\_/\_\_\_\_

Booking #/Registration # \_\_\_\_\_ Date Reg. \_\_\_\_/\_\_\_\_/\_\_\_\_ Rental/Program Start Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Program Fee \$ \_\_\_\_\_

Unapproved  Approved  Processing Fee \$ \_\_\_\_\_ Amount of Refund \$ \_\_\_\_\_ Supervisor \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Withdrawn \_\_\_\_/\_\_\_\_/\_\_\_\_ Staff \_\_\_\_\_ Superintendent \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Notified by \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Staff \_\_\_\_\_ Director \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### **Recreation Program Credit/Refund Policy**

\*Refunds/Credits will not be considered if requested one week or more after program has been completed\*  
A processing fee of \$5.00 or more will be applied to approved refunds/credits. If a t-shirt has been ordered the processing fee will be at least \$10.00.

Refunds are given for the following reasons:

- Injury or illness (Physician's note required). Refund will be pro-rated if the program has begun.
- Cancellation of program by Warrensburg Parks and Recreation.

### **WCC Pool/Fitness/Group Exercise Credit/Refund Policy**

\*Nassif Aquatic Center Season Passes are NOT eligible for Credits/Refunds/Transfers.\*

\*Corporate Fitness Passes are NOT eligible for Credits/Refunds/Transfers.\*

Refunds are given for the following reasons:

- Injury or illness (Doctor's note required).
- Refund/credit will be pro-rated based upon remaining days/punches left on the pass.
- Unused punch passes may be transferred to another pass or program.

### **Facility Credit/Refund Policy**

\* A processing fee of \$10.00 will be applied to approved refunds/credits.\*

Refunds are given for the following reasons:

- Weather conditions
- Injury or illness (Doctor's note required)
- Cancellation of facility reservation at least 30 days in advance.

#### **Frequently Asked Questions**

- **When should I expect my refund?** The timeline for an approved refund to be processed will vary depending on the type of refund or credit you request. (see below for more details)
- **What is a Credit on my WPR Account?** Credit on WPR Account is the refund amount put on the Warrensburg Parks and Recreation account of the person who paid for the activity. The credit remains on their account until used. The credit may be used on a daily pool pass, program or towards a facility rental. Credit on WPR Account is the fastest to process.
- **What is a Credit on Credit Card?** Credit on credit card is the refund amount put back on the original credit card. The participant will be called to retrieve the card number since our system does not store the credit card numbers. After the refund has been approved and the card number has been obtained from the participant the credit will take 3-5 business days to be available.
- **What is a Check Refund?** Check Refund is the refund amount mailed to the person who paid for the activity. After the refund has been approved, the check request will be sent to City Hall for a check to be cut and then to be mailed out. This takes approximately 2 weeks to process after the refund has been approved.