

Cancellation/ Refund Policy

Licensed Youth Programs – Afterschool Action, ASSET Clubs, Summer Camp, School Days Off (SDO), Fun Fridays, etc.

- 50% of tuition will be collected at the time of registration with the balance due two weeks prior to the program start date.
- Cancellations made two weeks or more prior to the start of the program will be issued a refund to the card on file less 10% cancellation fee
- Cancellations made within two weeks of the start of the program will receive a 50% refund to the card on file
- Cancellations made after the start of the program will receive up to 50% refund to the card on file for all remaining unused days

Single Day Programs and Events – Kids Night Out (KNO), Single or multi-day classes, Drop-in athletics, Seniors trips, tournaments, Town Challenge Bike Races and Ski Ascent series, etc.

- 100% of fees will be collected at the time of registration
- Cancellations made two business days or more prior to the start of the program will be issued a refund to the card on file less 10% cancellation fee
- Cancellations made within two business days prior to the start of the program or after the program has begun will forfeit all tuition

Athletic Leagues – Adult leagues, Softball, Volleyball, Hockey, Curling, etc.

- 100% of fees will be collected at the time of registration
- Cancellations made two weeks or more prior to the start of the program will be issued a refund to the card on file less 10% cancellation fee
- Cancellations made within two weeks of the start of the program will receive a 50% refund to the card on file
- Cancellations made after the program has begun will forfeit all registration fees

Facility Rentals – Olympian Hall, Howelsen Beach Shelter, Howelsen Ice Arena Multi-purpose room, Rodeo Grounds, Fireplace Room

- 100% of payment is due within 15 days after the reservation is approved
- Cancellations made two weeks or more prior to reservation date will be issued a refund to the card on file less 10% cancellation fee
- Cancellations made within two weeks of the reservation will forfeit payment

Field Cancellations & Changes – Notice of cancellation or schedule changes to any or all requested days must be received in writing at least 14 days prior to the scheduled date(s) in order to receive a 100% refund. Notifications received 7-13 days prior to the scheduled date(s)

will receive a 50% refund. Any notifications received less than 7 days prior to the scheduled date(s) will not receive any refund. All refunds are subject to a 10% processing fee.

Refunds will not be issued for any absent or missed days. You will be charged for unused days that have not been cancelled according to the rules stated above. Exceptions may be made for illness or injury, as stated below. Notification of absence for the program is greatly appreciated and saves the staff time away from programs.

*Upon written request, a refund will be available for injury or illness prior to event/program or pro-rated after partial participation with medical documentation submitted within five days of the injury/illness. Refunds are not given for activity changes or due to inclement weather unless the program is cancelled in its entirety. Weather conditions are out of our control. Staff will do their best to inform participants of any changes as quickly as possible.