

## Refund Policy: Recreation Programs

WEST LINN PARKS AND RECREATION | 22500 SALAMO WEST LINN OR 97068 | 503-557-4700  
[PARKREFUNDS@WESTLINNOREGON.GOV](mailto:PARKREFUNDS@WESTLINNOREGON.GOV)

### Purpose

The purpose of this policy is to clarify the procedure and policy for refunds from Recreation programs.

### Procedure

Requests for recreation program refunds should be directed to the Parks and Recreation Department at [parksrefunds@westlinnoregon.gov](mailto:parksrefunds@westlinnoregon.gov) or 503-557-4700.

### Policy

- West Linn Parks and Recreation reserves the right to cancel programs/camps due to low enrollment or unforeseen circumstances. If a program is cancelled by West Linn Parks and Recreation you will receive a full refund.
- West Linn Parks and Recreation reserves the right to change or combine programs/camps and will make every effort to notify participants of any changes.
- Refund requests must be made in writing to [parksrefunds@westlinnoregon.gov](mailto:parksrefunds@westlinnoregon.gov) and must be received by the following deadlines, unless otherwise listed for the program or camp:
  - For regular programs: 5 business days prior to the first day of the program.
  - For camps: 10 business days prior to the first day of camp.
- All requests for refund will be charged a \$10 administrative fee.
- Any person may request a credit in lieu of a refund. Credits will not be charged an administrative fee but can only be used for Recreation programs that use RecDesk registration.
- There will be no refund or credit issued if the request is made after the program/camp request deadline has passed.

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