

**City of Lawrence
Parks, Recreation and Culture**

SUBJECT Refund Policy – Recreation Programs	Policy Procedure	APPLIES TO Parks, Recreation and Culture Department
EFFECTIVE DATE November 11, 2022	REVISED DATE October 8, 2025	NEXT REVIEW DATE
APPROVED BY Lindsay Hart, Interim Director	TOTAL PAGES 3	POLICY NUMBER

Purpose: The purpose of this policy is to define the process and requirements for providing refunds of classes and activities including sports leagues. There is a separate refund policy for park reservations and facility reservations.

Key Points:

- A full refund can be provided at least five (5) business days before the start of a class/activity
- No refund will be given with less than five (5) business days to activity start date.

Summary: The Department offers a variety of recreational programs for all ages and abilities. Although many programs are supported by tax subsidies and other City resources, program sustainability may also require fees to be paid from participants. The Department follows established best practices, market trends, and the cost recovery model to determine appropriate fees. Class non-participation and refunds can affect other community members signed up for an activity, paid class instructors, performance metrics, cost recovery goals, Department revenues, and the ability to offer similar activities in the future.

A. CANCELLATIONS/REFUNDS

- I. In order to maintain minimum class size and class schedule stability, the Department requires refunds in conjunction with class or activity cancellations to be requested at least five (5) business days prior to the activity start date. Business days are Monday through Friday and exclude City holidays. As an example, a class beginning on a Monday would require a cancellation and refund request to be made no later than the previous Monday by close of business at 5 pm.
- II. Cancellation and refund requests can be made via the Parks, Recreation and Culture e-mail address LPRD@lawrenceks.org or to the Administrative Office phone line at (785) 832-3450. A phone or e-mail request can also be made to the staff programmer responsible for the activity.
- III. Refunds will be provided in the same method payment was made, with the exception of cash (no cash refunds). A credit on the RecTrac household account is an additional option.
- IV. Refunds will be honored to any registrant without reason, so long as the request is made at least five (5) working days prior to the first day of the program. All refunds initiated by the participant are subject to a 5% cancellation charge. Please allow up to 60 days for the city to process refunds.

B. TRANSFERS

- I.If the transfer from one class or activity to another can be accomplished so it does not impact the minimum or maximum number of program participants for either activity, such a transfer should be requested at least five (5) business days in advance due the necessary approvals from both programs. Requests to transfer to programs that are already at capacity will be denied.
- II.Any additional cost of the new program must be paid at the time of the transfer to the new class
- III.If the cost of the new class is less than what was paid for the initial class/activity, the difference will be refunded.
- IV.All transfers initiated by the participant are subject to a 5% cancellation charge.

C. CLASSES CANCELLED DUE TO LOW PARTICIPATION

- I.Classes cancelled by the Parks, Recreation and Culture Department due to low participation will be eligible for a full refund.
- II.Any payments made by the City of Lawrence Human Resources Department as part of the BeHealthy program will be refunded to the Human Resources Department (not the City employee).

D. CLASSES CANCELLED DUE TO WEATHER

- I.Up to one week of classes per session may be cancelled, due to severe weather, without a makeup session. Refunds or credits will not be issued.
- II.Subsequent cancellations will result in a refund, credit, or make-up class.

E. CLASS CHANGES DUE TO CUSTOMER SERVICE NEEDS

- I. If a participant takes a class and is unsatisfied with the results of the class after the first or second session, they may receive a pro-rated refund for remaining classes if the withdrawal will not impact minimum participation requirements.
- II. If the participant is no longer able to participate in future classes due to serious illness or medical reasons, moving out of Douglas County, or safety considerations they may receive a pro-rated refund for remaining classes if the withdrawal will not impact minimum participation requirements.
- III.Class withdrawals and refunds require approval from the Programmer or Supervisor.
- IV.Any payments made by the City of Lawrence Human Resources Department as part of the BeHealthy program will be refunded to the Human Resources Department (not the City employee).

F. ITEMS NOT ELIGIBLE FOR REFUNDS

- I.Pre-purchased items such as jerseys, tickets, and camp supplies are non-refundable.

G. REFUNDS FOR CREDITS ON INDIVIDUAL

- I.No credits can remain on an account for longer than one year.
- II.Credits of \$10.00 or less for more than one year from the date of the credit will not be refunded and will be donated to the scholarship fund.
- III.Credits of **\$10.01** or greater will be refunded one year from the date of the credit.
Processing can take up to two months.



Lindsay Hart, Interim Director

10-8-25

Date