

**Town of Cary Parks, Recreation and Cultural Resources Department
Withdrawal Request Form**

WITHDRAWAL REFUND/CREDIT/GIFT CARD POLICY: Registration fees are 100% refundable when the department cancels the activity. A participant wishing to withdraw from a class that has not been cancelled by the department must provide a written request at least one week before the scheduled start of the class. They may receive 100% credit to the family's account, valid for one (1) year, may request a Cary PRCR Gift Card, valid for three (3) years from date of last use, or may request a refund minus a minimum of \$5 administrative fee per participant per class. Within the week prior to the scheduled start of a class, refund/credits/gift cards will not be given except for verified medical/hardship cases. Refund for payments made by check cannot be processed for three weeks from the date payment was made.

CAMP REFUND/CREDIT POLICY: In situations where it is necessary for Cary Parks, Recreation and Cultural Resources to cancel a camp program, 100% of the registration fees are refundable. In the case that a cancellation occurs during the course of a camp, the refund or credit will be prorated. A participant wishing to withdraw from a camp that has not been canceled by the Town must request to be withdrawn at least fourteen (14) calendar days before the first day of the camp. The participant will receive, at the discretion of the participant, either an account credit or a refund less a 15% service fee. Refund for payments made by check cannot be processed for three weeks from the date payment was made. Refund/credit/transfer requests received less than fourteen (14) calendar days prior to the start date of a camp may not be granted. Non-attendance/non-participation in a camp does not entitle a patron to a refund. A credit may be used by any family member on the same registration account. Account credits are valid for one year. Deposits are non-refundable. A participant may request a withdrawal due to an unforeseen medical condition less than seven (7) calendar days prior to the camp or during the course of the camp and up to seven (7) calendar days after the program ends. The request must be made in writing and is subject to verification. The participant may receive a full or prorated refund or account credit based on a case by case review.

Updated 2/2018

Participant Name: _____ **D.O.B.:** _____ **AGE:** _____

Parent Name: _____ **HOME#:** _____ **WORK#:** _____
(only if participant is under the age of 18)

Program Name: _____ **Date:** _____ **Time:** _____

Facility Offering Course: _____ **Class Code:** _____ **Class Fee:** _____

Reason for Withdrawal: _____

(check one please)

ISSUE CREDIT:

I wish to defer my registration fees as a 100% credit, valid for one (1) year, with Cary Parks, Recreation and Cultural Resources. This credit is non-transferable outside of the above listed family and may be used by anyone on the family account for most Cary Parks, Recreation and Cultural Resources transactions (event ticket sales and other specialized transactions may be excluded). Further, I understand, and by choosing the credit option agree, that credits remaining inactive for one year will be donated to the PRCR Scholarship Fund at the end of the one year period.

ISSUE GIFT CARD:

I wish to defer my registration fees 100% credit to a Gift Card, valid for three (3) years from date of last use, with Cary Parks, Recreation and Cultural Resources. This gift card may not be redeemed for cash, and will not be replaced if lost, stolen, altered or destroyed. This card may be used for most Cary Parks, Recreation and Cultural Resources transactions (event ticket sales and other specialized transactions may be excluded). Use of the gift card constitutes acceptance of these terms and conditions. The gift card may not be used for EZ-REG Web or EZ-REG Phone transactions.

REQUEST FOR REFUND:* (COMPLETE THE FOLLOWING INFORMATION. PLEASE PRINT)

NAME OF PAYEE _____

ADDRESS: _____ **CITY/ZIP:** _____

*Please note that a \$5 administrative fee (15% for camps) will be deducted from each withdrawal prior to the issuing of a refund. All refunds are processed through the Town of Cary Finance Office. Refunds will be mailed to the address listed above. Refund for payments made by check cannot be processed for three weeks from the date payment was made.

SIGNATURE: _____ **DATE:** _____

← ← ← ← Staff Use Only Below This Line → → → →

STAFF APPROVING: _____ **FACILITY:** _____ **DATE:** _____

COMMENTS: _____

Please complete the form and return it to the Town of Cary PRCR via:

- Walk In: Return the completed form to the facility offering the course
- Mail: Town of Cary (PRCR), P.O. Box 8005, Cary, NC 27512-8005
- Fax: Town of Cary (PRCR) (919) 469-4344