



**Carmichael Recreation and Park District Office**

5750 Grant Ave. Carmichael, CA 95608

Phone: (916) 485-5322 Fax: (916) 485-0805

[info@carmichaelpark.com](mailto:info@carmichaelpark.com)

**La Sierra Community Center Recreation Office**

5325 Engle Rd. #100 Carmichael, CA 95608

Phone: (916) 483-7826 Fax: (916) 483-7861

[lsoffice@carmichaelpark.com](mailto:lsoffice@carmichaelpark.com)

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## Refund Policy

### General Guidelines

- A full refund or credit will be issued to a participant if a class/activity is canceled by the Carmichael Recreation and Park District.
- All refund checks will be processed through the County of Sacramento and mailed within 4 – 6 weeks.
- Refunds/credits are not given for uniforms, jerseys, or material/lab fees that have already been given to the program participant or specifically ordered for him/her.
- A \$25 service charge is applied on all returned checks.
- Carmichael Recreation and Park District reserves the right to adjust the refund policy.

### Participant Refund Requests:

To request a refund for a class/activity, please contact our Recreation Office at (916) 483-7826 or email us at [lsoffice@carmichaelpark.com](mailto:lsoffice@carmichaelpark.com).

Below are types of refunds participants may request:

- 1) **Seven Business Days or More in Advance** -Participants who withdraw from a class/activity more than seven business days before the date of the first class/activity may receive:
  - A credit to their recreation account minus a \$5 processing fee per transaction.
  - A refund by check minus a \$15 processing fee per transaction.
- 2) **Four to Seven Business Days in Advance** - Participants who withdraw four to seven business days before the first class will receive:
  - A credit to their recreation account minus a \$5 processing fee per transaction.
- 3) **Three Business Days or Less in Advance** - Participants who withdraw three business days before the date of the first class will receive:
  - No refunds or credits
- 4) **Prorated Refunds** – Refunds given after the start of a program will be issued to a participant unable to attend due to medical reasons. A prorated refund request must be submitted in writing at the La Sierra Community Center (5325 Engle Rd, Suite 100) or emailed to [lsoffice@carmichaelpark.com](mailto:lsoffice@carmichaelpark.com) with an attached physicians note.