

## TOWN OF HAMPDEN PARKS & RECREATION



### Hampden Parks and Recreation Program Refund Policy

To help us deliver high-quality recreational programs and manage resources effectively, Hampden Parks and Recreation has established the following cancellation policy for all program registrations:

#### Cancellation Deadline

Participants must cancel their registration **no later than 14 days prior to the scheduled start date** of the program to be eligible for a refund or credit.

#### Refunds and Credits

- Cancellations made **14 or more days** prior to the start date are eligible for a **full refund** or a **credit** toward a future Hampden Parks and Recreation program.
- Cancellations made **less than 14 days** before the start date are **not eligible for a refund or credit**, except in cases of documented medical emergencies or at the discretion of the Hampden Parks and Recreation Board.
- In the case of hardship or unforeseen circumstances, an appeal can be made to Parks and Recreation Board.
- Anyone that registers for a program that is cancelled is eligible for a full refund.

#### How to Cancel

To cancel a registration, please contact Hampden Parks and Recreation by phone, email, or in person. Cancellations are only considered valid once confirmed by our staff. All cancellations are processed by Hampden Parks and Recreation staff.

#### Transfers and Substitutions

Program transfers or participant substitutions may be allowed, depending on availability and with approval from Hampden Parks and Recreation staff. Please contact us as early as possible to discuss your options.