



235 Sam Michaels Lane, Shenandoah Junction, WV 25442
Phone: 304-728-3207 email: info@jcprc.org web: www.jcprc.org

Cancellation/Refund Request Form

This form is required for all refund, credit and transfer considerations.

Please complete the form and return to: dkling@jcprc.org / info@jcprc.org or drop off at the Jefferson County Community Center.

Refund to be issued to: _____ Signature: _____
Activity Name: _____ Activity Number: _____
Participant's Name: _____ Receipt Number: _____
Address: _____ Phone Number: _____
Email: _____ City/State/Zip: _____

Reason for refund request: _____

Jefferson County Parks and Recreation Cancellation/Refund Policy

Our refund policy encourages early decisions, so as to not affect other customers or our ability to deliver efficient programs. All requests for refunds must be made prior to the start of the program. Registrations that require advanced tickets are not refundable. Refunds for Sports League registrations must be made prior to the listed league registration deadline. There are no refunds for missed sessions. ^ *Account credits expire 1-year from date of issue.*

After initial registration, refund requests must be submitted in writing via refund request form and will be honored in the following manner:

***Admin fee is assessed per program.**

Cancellation requested	14 business days prior	7-13 business days prior	Less than 7 business days prior
Refund	Full refund minus *\$12 admin fee	50% of the program cost + *\$12 admin fee	Not eligible
Account ^ Credit	Full refund minus *\$12 admin fee	50% of the program cost + *\$12 admin fee	Approval required. If approved, \$12 admin. fee will be applied.
Program Transfer	\$5 transfer fee	\$5 transfer fee	Approval required. If approved, \$12 admin. fee will be applied.

Additional fees, including out-of-county fees, supply or material fees, t-shirt costs, or others, will not be included in the refund or credit.

Any time a transfer from one program to another program is requested by a customer, there will be a \$5 transfer fee added to the transaction.

If a program or activity is canceled due to low enrollment, a full refund or credit will be issued to your account within seven business days of the cancellation. No administrative fees will apply.

If a program or activity is canceled due to inclement weather, and is not able to be rescheduled, a credit will be issued to your JCPRC account within 7 days of the missed class.

If JCPRC reschedules or offers a make-up for missed or canceled classes, no refunds or credits will be issued.

Activity Refund Calculation

Activity Fee Paid: _____

☐ Transfer? ☐ Withdraw?

Minus Service Fee: _____

Subtotal: _____

Supply Fees Issued: _____
(t-shirts/materials/out-of-county fees)

NET REFUND: _____

Rec. Program Supervisor Approval: _____

Refund ^ Credit to JCPRC Account (*expire 1-year from date of issue*)

Refund to Credit Card

Refund Check Paid

Please allow 7 days for processing.

Office Use Only:

☐ Refund Processed Date: _____
☐ Credit Processed Approval: _____
☐ Transfer Processed Amount: _____

Form updated 3/21/23