

City of Milpitas Recreation and Community Services Refund/Transfer Request

This form can be submitted in person, by mail (457 E. Calaveras Blvd., Milpitas, CA 95035) or fax (408) 586-3295. Requests for Refunds/Transfers will not be accepted over the phone.

Name of Person Requesting Refund/Transfer:

Participant Parent Guardian (Parent/Guardian signature required if participant is under 18 years)

Address:

Phone ()

Signature of Person Requesting Refund/Transfer:

Date:

Reason for Requesting Refund/Credit/Transfer:

Conflict with Schedule Out of Town Moving
 Medical Reason (doctor's note) Dissatisfied with class* Other _____

Reason _____

*If you were dissatisfied with a class or an instructor, we would appreciate it if you would complete the Reason section above, or an evaluation form. We strive to continuously monitor our programs to ensure we are offering high quality programs for the community.

<u>Refunds/ Credits:</u> <i>(See Policy listed in current Activity Guide)</i>	<u>Participant Name</u>	<u>Activity Name</u>	<u>Activity Code</u>
1)			
2)			
3)			
4)			

Class Transfers: *(See Policy listed in current Activity Guide)*

	<u>Activity Code</u>	<u>Participant's Name</u>	<u>Activity Name</u>	<u>Start Date</u>	<u>Cost</u>
Transfer From					
Transfer To					
Transfer From					
Transfer To					

A \$10 transfer fee is required for all class transfers.

Please provide your payment information if the course being transferred into is a higher price and/or for the required \$10 transfer fee.

I authorize the use of my:					
Name as it appears on card:					
Card #:					
Expiration Date: Month		Year		CVC #	
Signature:		Date:			

Office Use Only:

Issued as (circle one):

Refund Credit

Amount Refunded/Credited/Paid: \$ _____

Voucher # _____

Computer Entry by: _____

Date _____

Misc.: _____



Registration Policies

MILPITAS RECREATION AND COMMUNITY SERVICES REFUND AND TRANSFER POLICY

Refund/Cancellations

In order to receive a refund check, you must submit the Transfer/Refund Request Form to the office 10 calendar days prior to the first Class/Camps. "Class" shall mean all of the meetings for each separate activity per session.

- A \$10 service charge is withheld from each Class/Camps you are requesting a refund for. Material fees are non-refundable if you cancel/transfer out of the class.
- Please Note: If your class payment was made with a credit card, refunds cannot be credited back to the credit card.
- All transaction fees are non-refundable
- Should a Class not meet its minimum number of students within 3 days of starting, it will be cancelled, and a full refund is issued.

Transfers

Transferring from one Class to another Class is permitted with a \$10 processing fee, as long as the office is notified with a Transfer/Refund Request Form 7 calendar days prior to a Class starting.

Waiting Lists

Being placed on the waiting list does not guarantee enrollment in the Class.

Late Pick-Up Policy

For the safety of our participants, it is required that they are picked up on time at the end of each Class. Should the participant be picked up late, a \$10 late fee starting one minute after the end of Class will be charged, with an additional \$10 for every 10 minutes thereafter for the 1st and 2nd offense. After the 3rd offense, the fee will be \$25 per every 10 minutes. Should the participant not be picked up within a half hour of the end of the Class, the Milpitas Police Department will be contacted. Late fees must be paid within three (3) business days, of receiving the late fee notice, otherwise your child will not be allowed to return to the Class/program.

Code of Conduct Policy

It is expected patrons of Recreation and Community Services programs and activities will

- Treat patrons, staff, contractors, and volunteers with respect and courtesy.
- Refrain from behavior that is disruptive and/or inappropriate and causing people discomfort.
- Maintain and respect City property, equipment, and staff work space.
- Will not be in possession of a controlled substance or appear to be under the influence of.
- Any other acts or behaviors, not included on this page, that are deemed offensive, threatening or disrespectful by patrons and/or staff is prohibited.

Violation of the Code of Conduct outlined above may result in disciplinary action, up to and including expulsion from Milpitas Recreation Services programs and facilities, forfeiture of fees, and financial restitution for any damage. In the case of a minor, parental responsibility will apply to all of the above actions.

The following behaviors will result in the IMMEDIATE REMOVAL of the participant:

- Physical abuse of other participants, or staff.
- Inappropriate physical contact
- Direct abusive/obscene/profane language/gesture or behavior to staff or participants.