



# PATRON CREDIT REQUEST

COMPLETION OF THIS FORM DOES NOT GUARANTEE A CREDIT.  
ALL REFUNDS WILL BE ISSUED IN THE FORM OF A CREDIT UNLESS SPECIFICALLY REQUESTED.

Instructions: Please save this document on your desktop.

Complete form and then email to:

[contactus@basinrecreation.org](mailto:contactus@basinrecreation.org)

Patron Name \_\_\_\_\_

Patron Signature: By signing this form, you agree to the terms of the refund policies listed below.

Mailing Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Date of Request \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

## CREDIT REQUEST or CANCELLATION DETAILS

Participant Name \_\_\_\_\_

Activity/Program Name and Date \_\_\_\_\_

Reason for the request:

\_\_\_\_\_  
\_\_\_\_\_

### REFUND POLICIES:

All refunds will be issued in the form of a credit on the patron's account, unless specifically requested otherwise by the patron. An administrative fee will not be assessed on refunds processed as a credit on an account. Payments to the District are subject to the following refund policies:

**General Refund Policy:** Unless specifically provided below, refunds will be given if notice of cancellation is provided seven (7) or more days prior to the first day of a program. No refund will be given if notice of cancellation is given within seven (7) days of the camp, event and/or program. All refunds, including but not limited to those for special circumstances and field trips, are subject to an administrative fee. Programs cancelled by the District will be refunded in full. This general refund policy applies to day camps, sports camps, bike camps, clinics and programs. There are no refunds for inclement weather.

**Special Circumstance Refund Policy:** If a participant cannot attend or continue an activity due to an illness or an extraordinary circumstance, a pro-rated refund may be granted.

**Field Trip Camp Cancellation Policy:** Due to the costs incurred by the District for field trips, if a participant cancels within fourteen (14) days but not within seven (7) days of the field trip, he/she is responsible for fifty percent (50%) of the entire fee. The participant is responsible for one hundred percent (100%) of the fee if he/she cancels within seven (7) days of the field trip. Youth Crew events and Teen camps are considered Field Trip Camps for purposes of this refund policy.

#### Field House Passes/Classes/Team Sports Refund Policy:

1. Punch cards and one (1) month passes are non-refundable.
2. Refunds on all other passes will be pro-rated for time used, according to the highest applicable fee. If the amount credited is applied to a credit card, a \$10.00 administrative fee will be charged.
3. Only annual passes may be frozen. An annual pass holder may freeze the pass for one (1) time only for a minimum of two (2) weeks. Advanced notice is required.
4. Adult fitness class refunds will be at the discretion of the instructor.
5. Adult team sports refunds: Before the schedules are set, the District will provide a full refund minus the administrative fee. After the schedule is complete, a fifty percent (50%) refund will be given. Once the season has begun, no refunds will be allowed.
6. For Field rental refund policies; see applicable facility use agreement form.

### ADMINISTRATIVE USE ONLY

Additional Information:

\_\_\_\_\_  
\_\_\_\_\_

Finance Approval \_\_\_\_\_

Date \_\_\_\_\_

Credit Amount \_\_\_\_\_

Sales Tax \_\_\_\_\_

Department Approval \_\_\_\_\_

Date \_\_\_\_\_

Admin Fee \_\_\_\_\_

Total Credit \_\_\_\_\_

Notes:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_