



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

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:

CANCELLATION POLICIES:

All refunds will be issued in the form of a credit on the patron's account, unless specifically requested otherwise by the patron. Payments to the District are subject to the following policies:

General Policy: Unless specifically provided below, full credits/refunds will be given if notice of cancellation is provided seven (7) or more days prior to the first day of a program. For purposes of this policy, the start of a sports program is defined as the date of the first scheduled practice. Eighty percent (80%) of the paid fee will be credited or refunded if notice of cancellation is given within seven (7) days of the start of the program. Programs cancelled by the District will be refunded in full. This general policy applies to day camps, sports camps, bike camps, clinics and programs. There are no credits or refunds for inclement weather.

Special Circumstance Policy: If a participant cannot attend or continue an activity due to an illness or an extraordinary circumstance, a pro-rated credit or refund may be granted. A note from a doctor may be required.

Field Trip Camp 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. If the vacated spot is filled, then eighty percent (80%) of the paid fee will be refunded/credited. Youth Crew events and Teen camps are considered Field Trip Camps for purposes of this refund policy.

Adult Team Sports Policy: Before the schedules are set, the District will provide a full credit/refund. After the schedule is complete, a fifty percent (50%) credit/refund will be given. Once the season has begun, no credits or refunds will be given.

No credits or refunds will be given under any of the above provisions if the request is received after the final day of the program.

Field House Passes/Rentals Policy:

1. Punch cards and one (1) month passes are non-refundable and non-creditable.
2. Credits/refunds on all other passes will be pro-rated. No retroactive cancellations.
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.

ADMINISTRATIVE USE ONLY

Additional Information:

Finance Approval _____ Date _____

Credit Amount _____

Sales Tax _____

Department Approval _____ Date _____

Admin Fee _____

Total Credit _____

Notes: