

## San Francisco Recreation and Park Department Withdrawal and Refund Policies

### **Program Withdrawal/Transfer Policy:**

To withdraw from a course or to transfer from one course to another, the fee will be \$12 or 20% of the course fee, whichever is greater. The client must withdraw/transfer from the course at least one week prior to the course start date in order to receive a credit, minus the withdrawal fee. No credits will be issued if the client withdraws/transfers after this deadline.

### **Account Credit/Refund Policy:**

The refund processing fee will be \$12 for all payments requested from account balance credits. It may take 4 to 6 weeks for the processing of a refund check.

### **How to Request a Refund:**

Contact Customer Support at (415) 831-6800 for course transfers, withdrawals and refunds during regular business hours. Please read and understand the withdrawal and refund policy prior to registering for any programs.

