



**LAN-OAK
PARK DISTRICT**

LAN-OAK PARK DISTRICT TRANSFER/REFUND POLICY

The park district acknowledges that not all recreational programs are compatible with all park district patrons. On occasion it may become necessary for a patron to cancel their participation in a registered program, trip or special event. The park district hopes that every patron may still enjoy the benefit of park district participation by transferring his or her registration to another, more convenient or more satisfying program, trip or special event. The following represents the criteria for obtaining a program, trip or special event transfer or refund. Prior to the first day of a program, 100% of the fee may be transferred to another program not already started, or may be refunded in the form of a check. A transfer will become effective immediately, while a refund check will require 2-4 weeks to process. On the first day of a program, but prior to the class time 100% of the fee paid may be transferred to another program or, if desired, 75% of the fee paid will be refunded. After a program starts, but prior to the day of the second class, 100% of the fee paid may be transferred to another program. If a refund is desired, a refund of 50% will be given. On or after the second day of a program, no transfer or refund will be provided. A processing fee of \$2.00 is deducted from all program refunds requested by the patron. A 100% refund or transfer will be provided for any program, trip or special event cancelled by the park district, with no deduction for a processing fee.

All refund checks must be picked up at the Eisenhower Center when ready. Checks will not be automatically mailed. Checks left at the Eisenhower Center for more than 30 days will be mailed. The park district is not liable for checks lost in the mail or not cashed by their expiration date. Patron will pay any cost to reproduce or replace a check.