



SHAKER HEIGHTS

Refund/Credit Policy

Refunds are available for class or program registration cancellations by registrants up to **3 business days** prior to the first class meeting. A refund claim form must be completed. All refunds are subject to a **processing fee** based on the type of class/program registered for. Forms can be obtained at City of Shaker Heights Recreation Department (216-491-1295) or at www.shakeronline.com

Refund/Credit Claim Form

Date of Request _____

Name _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Program Name _____ Program Start Date _____

If claim is accepted, would you like your refund in the form of (please check one):

- Recreation Credit no processing fee
- Check (Cash/Check Payments ONLY) with processing fee
- Original Credit Card Used with processing fee

Amount of Refund/Credit claim \$ _____

Reason for Refund:

All refunds are subject to a \$10 processing fee

- \$5** processing fee will be applied to: Senior Programs
- \$25** processing fee will be applied to: Camps Summer Figure Skating School School Age Care
Fall/Winter Hockey Program (Mites & Mighty Mites)
- \$125** processing fee will be applied to: Fall/Winter Hockey Program (Bantam, Pee Wee, & Squirts)

I have reviewed this claim and to the best of my knowledge and belief, this claim is true, correct and complete.

Signature _____ **Date** _____

Please return completed form to: City of Shaker Heights Recreation Department, 3301 Warrensville Center Road, Shaker Heights, Ohio 44122. **Please allow 2-4 weeks for processing of refunds.**

FOR OFFICE USE ONLY

Claim taken by _____ Date _____ Program Manager _____

Updated 9/4/2018-CJ