



SHAKER HEIGHTS

Refund/Credit Policy

Refunds are available for class or program registration cancellations by registrants up to 72 hours 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 may also be obtained at the main office in Thornton Park (216-491-1295).

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 a **Recreation Credit** with no processing fee; **Mailed Check for Cash/Check Payments ONLY** with processing fee or **Applied to Original Credit Card Used** with a processing fee?

_____ Recreation Credit _____ Check _____ Original Credit Card Used
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: Camp Summer Figure Skating School Summer Hockey School
Fall/Winter Hockey (Recreation Administration Fee) School Age Care
\$100 processing fee will be applied to: Fall/Winter Hockey Program (except Mighty Mites)

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 _____
Date mailed _____ Date Returned _____ Receipt No. _____
Revised June 10, 2014