



Program, Pool and Rental Refund Policy

Refunds will be processed upon request for pavilion reservations, recreation classes, programs, and leagues in accordance with the following policy:

1. Full refunds will be made upon cancellation of a class, activity or rental by the Parks and Recreation Department.
2. Full refunds less a processing and handling fee of \$5 or 10% (whichever is greater) will be granted to individuals if requested at least 3 full business days before the program begins.
3. Refunds requested less than three business days prior to the beginning of a program or activity may be granted only for illness or medical reasons. Any refunds will be subject to being prorated in the form of a credit to your account with us, which may then be applied to a future purchase.
4. No refunds or transfers after the begin date of a program for any other reason than what is listed above.
5. Refunds for cancelled pavilion/Park Center reservations shall be granted as follows:
 - 6 or more months notice – Full Refund
 - 2-5 months notice – Refund or transfer minus a \$5 or 10% (whichever is greater) processing fee of total rental amount.
 - 1 month notice – No refund. Transfers subject to a 20% processing fee of total rental amount.
 - Less than 1 month notice – No Refunds/No Transfers
6. Please allow 4 to 6 weeks for processing refunds.
7. The Park Center is under video surveillance. You will be responsible for any damages caused to the building as deemed necessary by the Maintenance Director or Superintendent.

Membership Cancellation/Refund Policy (As stated on signed enrollment form)

RIGHTS OF CANCELLATION

I may cancel my membership at any time and for any reason. I understand that membership cancellation will take effect at the end of the current enrollment month (or year for annual memberships) and no prorated refunds will be given.

Membership cancellation must be in writing and on the form provided by the NHFC. Memberships may not be canceled via fax, phone or email.

Installment Bill Policy

We reserve the right to cancel or suspend the installment bill payment method on a household when the card is declined for insufficient funds. In the event that installment bill is removed from your household, we will instead require monthly or annual payment.