

VILLAGE OF HINSDALE  
PARKS AND RECREATION DEPARTMENT  
REFUND POLICY

- Full refunds/credits will not be made unless the Parks and Recreation Department cancels the program or a physician's excuse is presented.
- All requests for refunds must be made 5 business days prior to the start of a class or event.
- There will be a \$5.00 service charge on all refunds/credits for all cancelled programs unless the program is cancelled by the Parks and Recreation office.
- Refunds/credits issued after the start date of a class will be prorated in addition to the service charge.
- Programs cancelled by either the Parks and Recreation Department or by the client will automatically go on your household account as a credit unless otherwise specified.
- Refunds or credits will not be given after the second class for any program.
- Refund checks will not be issued under \$25.00. All refunds will be returned in the form of a check and takes 4-6 weeks.
- Pass memberships and guest passes and not refundable.
- All refund requests MUST be done in writing.