

City of Milpitas Recreation Services Refund/Transfer Request

This form must be submitted in person, by mail (457 E. Calaveras Blvd., Milpitas, CA 95035) or fax (408) 586-3295. Requests for Refunds/Transfers will not be accepted over the phone.

Name of Person Requesting Refund/Transfer _____

Participant Parent Guardian (Parent/Guardian signature required if participant is under 18 years)

Address: _____ Phone () _____

Signature of Person Requesting Refund/Transfer _____ Date: _____

Reason for Requesting Refund/Credit/Transfer:

Conflict with Schedule Out of Town Moving
 Medical Reason (doctor's note) Dissatisfied with class* Other _____

Reason _____

*If you were dissatisfied with a class or an instructor, we would appreciate it if you would complete the Comment section above, or an evaluation form. We strive to continuously monitor our programs to ensure we are offering high quality programs for the community.

<u>Refunds/ Credits:</u>	Participant Name	Activity Name & Number
<i>(See Policy listed on the other side, or in the current Activity Guide)</i>	1) _____	_____
	2) _____	_____
	3) _____	_____
	4) _____	_____

Class Transfers: *(See Policy listed on the other side, or in the current Activity Guide)*

	Course Code	Participant's Name	Course Name	Start Date	Cost
Transfer From	_____	_____	_____	_____	_____
Transfer To	_____	_____	_____	_____	_____
Transfer From	_____	_____	_____	_____	_____
Transfer To	_____	_____	_____	_____	_____

A \$10 transfer fee is required for each class if transferring with less than 7 days from first day of class.

Please provide your payment if the course being transferred into is a higher price, and/or the \$10 transfer fee (if required).

I authorize the use of my: or	
Name as it appears on card: _____	
Card #: _____	
Expiration Date: Month _____	Year _____
Signature: _____	Date: _____

Office Use Only:
 Issued as (circle one): Refund Credit Amount Refunded/Credited/Paid: \$ _____
 Voucher # _____ Computer Entry by: _____ Date _____
 Misc.: _____

Camp & Workshop Refund/Transfer Policy

In order to receive a refund/transfer for a program that takes place five (5) consecutive days or less, you must notify Recreation Services 10 days prior to the beginning of the first day of the program and a full refund will be issued, minus a \$10 processing fee. Refunds and/or credits will not be issued with less than 10 days notice. Medical emergencies are exempt from the policy; however, a signed statement from your doctor is required prior to the last day of class to be eligible for a refund and will be prorated for classes that were attended.

Refund or Credit (depending on which is applicable)

In order to receive a refund check in the mail, you must notify the office 10 calendar days prior to the first class. A \$10 service charge is withheld from each class you are requesting a refund for. **Please Note: Class Material Fees are non-refundable.**

Refund/Transfer amounts up to \$10 will be issued as a credit on your Recreation Services Account to be used for future classes or programs. Refunds for amounts of \$10.01 and over will be issued as a refund check. You will receive your refund check in the mail in 30 days once the request form is turned in. On-Line Registration transaction fees are non-refundable.

For cancellations with less than 10 calendar days prior to the start of the program, you will be issued a credit on your Recreation Services Account to be used for future classes or programs, minus a \$10 processing fee. If the class has started, you may cancel prior to the second class meeting and receive a prorated credit on your account minus a \$10 processing fee. Medical emergencies are exempt from the policy; however, a signed statement from your doctor is required prior to the last class to be eligible for the refund and will be prorated for classes that were attended.

Class Transfers

Transferring from one class to another is permitted without a processing fee, as long as the office is notified 7 calendar days prior to a class starting and the programs are within the same registration season (spring, fall or summer). If the transfer request is made with less than 7 calendar days prior to the class, a \$10 processing fee will be charged for each transfer.