



Warrensburg Parks & Recreation
445 E. Gay, Warrensburg, MO 64093
Phone: (660)747-7175
www.warrensburg-mo.com

Program or Facility Credit/Refund Request Form

Please review refund policies on the back of this form.

All refunds are subject to processing fees.

Participant _____ Date ____/____/____
Parent/Guardian _____ Email _____
Address _____
Cell _____ Home _____ Work _____
Program/Session _____ Program Dates _____
Room Reserved _____ Date ____/____/____ Event Time _____

I would like to:

- Program/Date Transfer: _____
- Receive a WPR credit that can be applied to programs, facility rentals or daily admission
- Receive a refund by Check (depending on original transaction)
- Receive a refund by Credit Card (depending on original transaction)

Reason for Request: _____

By signing below, I am confirming that I have read and understand the policies on the back of this refund request.

Parent/Guardian Signature: _____ Date ____/____/____

Warrensburg Parks & Recreation ~ 445 East Gay, Warrensburg, MO 64093 ~ 660-747-7178 ~ www.warrensburg-mo.com

Community Center Attendant:

Staff _____ Received ____/____/____ Booking/Registration # _____
Date Reg. ____/____/____ Rental/Program Start Date ____/____/____ Program Fee \$ _____

Admin Staff:

Supervisor _____ Date: ____/____/____
Superintendent _____ Date: ____/____/____
Director _____ Date: ____/____/____
Approved Processing Fee \$ _____ Amount of Refund \$ _____
Unapproved Explanation:

Office Use Only:

Withdrawn ____/____/____ Notified by _____ Date ____/____/____



Recreation Program Credit/Refund Policy

Any refund requested prior to the registration deadline will be subject to a \$5 processing fee. After the registration deadline has passed, refunds will still be considered but the refund will be subject to a processing fee based on case by case variables.

- No Refunds will be issued for any trips unless canceled by Warrensburg Parks and Recreation.
- No Refunds will be issued for Summer Day Camp weekly enrollments. Payments in full will be prorated based on the number of weeks remaining.

Refunds are given for the following reasons:

- Injury or illness (Physician's note required). Refund will be pro-rated if the program has begun.
- 100% refund is the result of a cancellation of program by Warrensburg Parks and Recreation.

WCC Pool/Fitness/Group Exercise Credit/NAC Refund Policy

- Single Visit Passes to WCC and/or Nassif Aquatic Center Season Passes are NOT eligible for Credits/Refunds/Transfers.
- Nassif Aquatic Center Season Passes are NOT eligible for Credits/Refunds/Transfers.
- Monthly Memberships to WCC are NOT eligible for Credits/Refunds/Transfers by may be canceled at any time.
- Annual Memberships: Refund/credit will be pro-rated based upon remaining days left on the pass.

Facility Credit/Refund Policy

A processing fee of \$5.00 will be applied to approved facility refunds/credits. Refund amounts will be based upon the date of the request.

- | | |
|----------------------------------|-----------------------------------|
| • 30 days before reservation: | 100% refund (less processing fee) |
| • 15-29 days before reservation: | 50% refund |
| • 0-14 days before reservation: | No refund |

Shelters Refund Policy

- Shelter reservations are non-refundable. However, reservations may be transferred to another day and/or location (pending availability) without penalty, up to two weeks prior to the event.

Sports/Athletics Refund Policy

- Individuals who request a refund prior to the coaches meeting will receive a full refund minus a \$15 processing fee.
- After the coaches' meeting, the refund will be the registration amount minus a \$25 refund fee.
- Once schedules have been released, there will be no refunds issued.
- For teams Sports: teams will forfeit 10% of the registration fee for dropping out of the league with written notice. If a team does not give written notice prior to the game scheduling being released, they will forfeit their entire entry fee.

Frequently Asked Questions

When should I expect my refund?

The timeline for an approved refund to be processed will vary depending on the type of refund or credit you request. (see below for more details)

What is a Credit on my WPR Account?

Credit on WPR Account is the refund amount put on the Warrensburg Parks and Recreation account of the person who paid for the activity. The credit remains on their account until used. The credit may be used on a daily pool pass, program or towards a facility rental. Credit on WPR Account is the fastest to process.

What is a Refund on Credit Card?

Refund on credit card is the refund amount put back on the original credit card. After the refund has been approved and the refund has been processed; the refund will take 3-5 business days to be available on your credit card.

What is a Check Refund?

Check Refund is the refund amount mailed to the person who paid for the activity. After the refund has been approved, the check request will be sent to City Hall for a check to be cut and then to be mailed out. This takes approximately two weeks to process after the refund has been approved.