

CPRS DISTRICT 1 REFUND SURVEY RESULTS

Number of Agencies responding: 18

Questions & Responses:

1. Does your agency provide refunds for classes/camps or programs?

Yes	18
No	0

Comments:

- Yes, if we cancel a class or if they cancel a week in advance.
- For contract classes, we require notice for a refund before the second class unless there are special circumstances. Most often, if someone is not happy, the instructor can be convinced to refund the student at anytime.
- Class program only: only prior to the second class or in the case of a Dr.'s note saying student is unable to participate. Camps only: Loose deposit that is paid ahead of time and will loose fees if cancellation is not requested Friday before the Monday the camp begins. No refunds after Camp begins unless medical or death occurs.
- Notifications 48 hours prior to the start of a class is required for a full refund, minus \$10.00. Notification after class begins may be subject to a 50% penalty, depending on reason for withdrawal. Camps are non-refundable. They may receive credit towards another program.

2. Do you provide a refund for a program/class once it has already started?

Yes	15
No	4

Comments:

- With a doctor's note

3. If you provide refunds, what reasons qualify for a refund?

Doesn't like the program	9
Illness	16
Scheduling conflict, their end	8
Other	6

Comments:

- Money back guarantee if they are not satisfied.

4. If you provide refunds, do you provide a full or prorated refund once a program has started?

Full	6
Prorated	15

Comments:

- Circumstances dictate if full or prorated refund
- Full minus \$10.00 cancellation fee
- It depends on the refund. If it for any reason other than dissatisfaction with the program, we prorate the refund. If they are not happy with the program, we negotiate what feels (that's a pretty concrete policy) fair.
- Depends on reason, usually prorated.

5. Does your agency provide a "satisfaction guarantee" policy? If so, when does a request have to be made for a refund?

Yes	5
No	12

Comments:

- Requests are to be made at least five days before a class starts. "Satisfaction guarantee" Although not stated in refund policy, falls within our policy guidelines in that refunds are given if participants are not satisfied with the class or instructor.
- We do not have a published or promoted "satisfaction guarantee" policy but typically give refunds if there is a problem related to program quality.

6. From experience, do you think a "no refund" policy affects overall participation and enrollment?

Not at all	5
Somewhat	7
Significantly	2

Comments:

- Setting boundaries helps establish a more respectful and cooperative relationship as long as there is some flexibility for unforeseen circumstances.
- Do not have a deadline date.
- We would not be able to maintain adequate enrollment if this were not policy. As an aging services provider, when there is some financial commitment the attendance to any fee based program increases. Otherwise, we would have more no-shows and call-offs.
- Being able to offer a refund is a great PR tool and can stop things (at a relatively low cost) from escalating to the City Manager or Council. A happy customer tells 3 of his/her friends and an unhappy customer tells 10.
- After the first class and before the second class
- Parents of young children frequently ask about the policy prior to enrolling, knowing children may not like an activity. We offer a certain degree of flexibility in our policy so as not to discourage enrollment.

7. Do you provide refunds for specific programs/classes and not others?

Yes	3
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No

14

Comments:

- Speciality camps and day camps do not receive refunds.
- Refunds are provided for most classes. Partial refunds may be given for one day classes
- For prepaid classes only, when the participant becomes ill, before the class starts, refunds are provided. Do not advertise this exception to no refund policy.
- No refunds for swim lessons
- I've done it several ways and it is the way you handle the situation, not whether someone gets a refund. Most people are honest. You may win the battle but not the war so listening and resolving very important regardless of refund.
- Camps are non-refundable, customers receive a credit towards another program.

8. Do you have a different refund policy for different programs/classes?

Yes

8

No

10

Comments:

- Different refund policy for gymnastics, programs and trips are each different
- Depends on reason
- Before and After school programs have a different refund policy
- For summer day camps, people must notify them by the Thursday prior to start of camp session if they want a refund. For contract classes, a refund is provided after the first class, after that, we talk to the instructor and make a determination.
- Before a certain date for camps, none for swim lessons and 48 hours for other programs.
- Only class and camps.
- Summer Camps and Specialty Camps

9. If a class meets the minimum number of students required on the registration deadline, would you process a refund if a parent wanted to cancel the day after the deadline?

Yes

11

No

2

Comments:

- Depends on the reason. All refunds are handled on a case by case basis.
- It is a contract class, would look at the overall financial picture. Would also consider negotiating a different deal with the instructor so they take some or all of the financial responsibility if a student dropped out because they didn't like the program.
- If the situation warranted it. Teachers need to understand they are only entitled to money for classes they teach a particular student not the entire amount. It is up to the teacher to do a good enough job to keep the students interested. Some circumstances can't be helped.
- Depends on the reason and if it will determine if a class will meet the minimum number needed to hold the class.
- With a 50% penalty, if it would be within 48 hours of the start.

10. Do you charge a processing fee for refunds? If so, how much do you charge?

Yes	8
No	9

Comments:

- No, but thinking of instituting one.
- Most agencies charge anywhere from \$5.00, \$10.00, \$20.00 or 25% of class fee.
- No, but have thought about it. Have not been convinced that it would really allow us to retain more revenue than we receive from having the flexible policy that we have. We try to offer account credit for many regular clients, which can reduce the overhead cost of having finance actually process a check.
- 2.5% for credit card transactions and will keep camp deposits if refund request is not done on time.
- All registrations include a \$3.00 admin fee which is non-refundable. If customer requests a refund (vs. and office credit) the fee is \$10.00

11. If you charge a processing fee for refunds, do you charge a processing fee for credit card refunds?

Yes	7
No	3

Comments:

- 2.5 % for credit card transactions
- Yes, all refunds are in the form of a Town issued check, subject to \$10.00 service fee.

12. Is your refund information clearly stated on your registration form?

Yes	8
No	4

Comments:

- Refund information is clearly stated in activities guide and is printed on receipts.
- Not on registration forms but on program handouts.
- Yes, and they sign that they understand the policy (camps).
- Not on registration form but in general registration information.

Agencies who participated in the survey:

Homestead Valley Community Association
Belvedere-Tiburon Recreation
Marin Jewish Community Center
Greater Vallejo Recreation District
Mill Valley Parks & Recreation
Novato Parks, Recreation and Community Services
City of American Canyon
Suisun City Recreation & Community Services
City of Vacaville
City of San Rafael
City of Petaluma
Town of Corte Madera Parks & Recreation
Larkspur Recreation
Florence Douglas Senior Center
City of Arcata
Tiburon Peninsula Club
Marinwood Community Services District
San Anselmo Recreation

Specific Refund Policies listed on Registration Forms:

#1. Belvedere-Tiburon Recreation:

A refund will be issued if requested at least 3 working days before an activity begins less a \$10.00 processing charge per activity, unless otherwise stated in the program literature. No refunds will be issued after the deadline. No make-up classes will be offered. If the Recreation Department must cancel a session or class, a full refund will be issued for the session or class.

#2. Mill Valley Parks & Recreation:

- One day workshops, Trips and Camps: Patron requested refunds/credits must be requested no later than 7 days prior to the programs start date. No refunds/credits will be given if requested after the 7 day deadline.
- Patron requested refunds are only given if requested no later than 3 days after the first class meeting.
- Patron requested refunds will incur a \$20.00 processing fee.
- Full refunds will be given for any class cancelled by the Department
- Credit may be left on your Parks & Recreation account when a withdrawal from a program takes place prior to the 3 day cancellation deadline.
- Some programs may have special refund/credit restrictions. These restrictions will be stated in program descriptions.
- Refund/Credit requests may be made by phone, fax, in person or in writing during regular business hours.

#3 Town of Corte Madera Parks & Recreation:

Refund will be issued only if cancellation is made at least one week prior to the first class. There is a \$10.00 cancellation fee.

#4 Larkspur Recreation:

Refunds are allowed up to three working days before the first class session. Refunds are subject to a \$10.00 service charge.

5 Marinwood Community Services District

Refunds less a \$5.00 processing fee, will be issued if a class is cancelled prior to the first day of class. No refunds on or after the first class.