LCAC Refund, Transfer, Credit Policy and Request Form

All Refund requests received in writing 14 days or more in advance of the start date of the program/workshop are entitled to:

- 100% refund, less online processing/credit/transfer of the resident/nonresident course fee, online handling fees are not included, **if the department** cancels program . 75% refund. less the online processing/credit or 100% transfer **if Patron/Participant** cancels registration. Transfer must be for a class during the same session.
- Refund/credit/transfer requests received less than 14 days prior to the start date of a program will **NOT** be granted. Patrons registering within 14 days of the program are not eligible for refund/credit/transfer if they choose to cancel.
- Refunds for medical reasons requested prior to the start date of a program will be granted at 100%, subject to verification/doctors note.
- A credit on an account may be used by any individual on the same registration account. Credits do **NOT** expire. When using a credit you must come into the center or call us so we can register you. This way you will not be assessed any additional processing fee by Activenet.
- Non-attendance/non-participation in a program does not entitle a patron to a refund.
- Please allow 3-4 weeks for processing. If you paid with a Credit Card it will go back on the card used less the online Activenet Processing fee, cash or check it will be sent to you in a check.

_____

Participant Name

_____

Course Title

_____ $_____

Course Code Course Fee

Request

☐ Refund ☐ Credit ☐ Transfer into _____

☐ 100% ☐ 75%

Reason ☐ Medical ☐ Other Please Explain/Attached Medical Note_____

_____

_____

_____

Signature Date

For Department Use Only

☐ Did not meet requirements ☐ Refund ☐ Transfer ☐ Credit ☐ Approved ☐ Denied

By: _____ Date: _____

Amount $ _____ Date Processed/Patron Contacted: _____