



Department Policy

Montgomery County Recreation

No.	07.01.A		
Pages	1	of	2
Date	02/22/2024		

Title	Refund	Director Approval	Final
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PURPOSE

1.0 To establish guidance on the issuance of credits and refunds when withdrawing participation in a Montgomery County Recreation activity, event, program or reservation.

DEFINITIONS

- 2.0 Refund: Return of any portion of monies or forms of monies paid.
- 2.1 Withdrawal: The formal act of stopping participation in an activity, event, program or reservation.
- 2.2 Materials Fee: Fee for supplies or materials required for participation.
- 2.3 Prorate: A proportional assessment of cost.
- 2.4 Cancellation Fee: Fee assessed for canceling or withdrawing from participation in an activity, event, program or reservation.

POLICY

- 3.0 A participant may withdraw their enrollment or reservation. Depending on the timing of that request, a cancellation fee may apply.
- 3.1 Written notification is required to withdraw or transfer enrollment in an activity, event, program or reservation.
- 3.2 Credits and refunds are calculated in accordance with the conditions set out in the Montgomery County Recreation Withdrawal & Refund Schedule and may take up to 14 calendar days.
- 3.3 Cancellation fees are based on the total fee for the activity, event, program or reservation.
- 3.4 Refunds are not provided in cash. All other refunds will be issued in the same form as payment rendered.
- 3.5 When make-up sessions are offered, no refunds will be issued.
- 3.6 The Department Head or designee reserves the right to modify refund policies in special circumstances.
- 3.7 The Department Head or designee reserves to right to withhold refunds in special circumstances.



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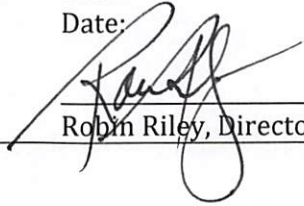
REFERENCES

- 4.0 Montgomery County Recreation: Department Procedure Refund.
- 4.1 Current refund policy with Montgomery County Recreation Withdrawal & Refund Schedule can be found at www.mocorec.com/refund.

This procedure supersedes the following:


Date: 2/22/24
Date:
Date:
Date:

By authority of:



Robin Riley, Director

**Montgomery County Recreation
Withdrawal & Refunds**

Service Type	Withdrawal Time Frame	Withdrawal Reason & Method	Refund Amount
Camps, Classes, Leagues, and Trips & Tours	At least 14 (fourteen) calendar days before start date	Any reason, ONLINE, EMAIL or IN PERSON	Full refund
	Less than 14 (fourteen) calendar days before start date	Any reason, EMAIL or IN PERSON	Refund less 50% of the total fee
	On activity start date or later; After league schedule is posted	N/A	No refund will be issued
Rentals	At least 30 (thirty) calendar days before start date	Any reason, ONLINE, EMAIL or IN PERSON	Full refund
	Less than 30 (thirty) calendar days before start date	Any reason, EMAIL or IN PERSON	Refund less 50% of the total fee
	On rental date	N/A	No refund will be issued
For classes/sessions/games missed by participant	No refund will be issued	For more information visit www.mocorec.com	
When make up sessions are offered			
Memberships			
Withdrawal Methods:			
Online at www.ActiveMONTGOMERY.org Email Rec.FinanceOffice@MontgomeryCountyMD.gov In Person with signature at Recreation Administrative Office, 2425 Reedie Drive, 10 th Floor, Wheaton, MD 20902			
Refund Methods:			
Refunds will be issued in the same form as payment rendered, except cash. Credit card payments are returned to the original credit card used for payment. Credit card refunds that cannot be returned to the original credit card used for payment will be returned by check. All other forms of payment are returned by check.			
Questions:			
Call 240-777-6806 (8:30am-4:30pm) or email Rec.FinanceOffice@MontgomeryCountyMD.gov			