



Town of Surfside Parks and Recreation Department

Refund Policy

General Program Refund Guidelines

This policy applies to all Parks and Recreation programs, activities, events, and party reservations.

To minimize refund fees and ensure consistency, the following refund timeframes apply:

- 15 days or more before the start of the program – Eligible for a 100% refund.
- 7 to 14 days before the start of the program – Eligible for a 50% refund.
- Less than 7 days before the start of the program – No refunds or household credits will be granted.
- Programs canceled by the Parks and Recreation Department – A 100% refund will be issued.

All refund requests are subject to review and approval by the Parks and Recreation Administration.

Inclement Weather Policy

- If inclement weather leads to the cancellation of an outdoor program, a credit will be applied to the participant's account, provided the program has not exceeded 30 minutes. No refunds or reschedules will be issued after 30 minutes of a program.
- Staff will determine cancellations due to inclement weather, and participants must adhere to staff decisions, including evacuations during lightning warnings or other hazardous conditions.
- Programs will not be rescheduled due to weather-related cancellations unless specified by the Parks and Recreation Department.

Medical Refund Exception

If a participant has a medical emergency or illness, they may be eligible for a refund under the following conditions:

- The participant/guardian must notify the department as soon as possible if the medical issue affects program participation.
- A doctor's note is required to process a refund.
- A refund will be issued if transferring to a later session or activity is not an option.

Refund Processing

- Refunds will be issued to the original payment method whenever possible.
- If a refund cannot be processed back to the original card, an alternative refund method (such as a check or household credit) may be issued at the Town's discretion.
- Processing times for refunds may vary based on the payment method and financial institution.

Refund Time Limits

- Online (ECOM) transactions – Refunds can be processed within 180 days.
- Retail (card present) – Credit cards – Refunds can be processed within 45 days.
- Retail (card present) – Debit cards – Refunds can only be processed on the same day, as long as the batch is still open.