



TOWN OF MONROE

PARKS & RECREATION DEPARTMENT

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**Our Cancellation/Withdrawal from all programs procedure was changed.
(as of 11/6/23 by our Parks & Recreation Commission)**

Effective December 1, 2023

Monroe Parks and Recreation Department programs are self-funded. The fees you paid for programs are used to cover the cost of instructors, facilities and supplies. It is important to have full registration in all programs to provide the opportunity for participation and for the program to run. When you are thinking about registering for a program, please note our new policy for cancelling/withdrawing your spot.

If you need to cancel/withdraw 14 days or more prior to the start of the program you will be only refunded 50 % of the total program cost and the other 50% is the cancellation fee and will be retained by the department.

If you need to cancel/withdraw 13 days or less prior to the start of the program you will get an account credit of 50% of the total program cost and the other 50% is the cancellation fee and will be retained by the department.

After the start of any program you are registered for there are No Refunds/Credits given.

A full refund will only be given if the request is in writing with a documented medical note submitted by a physician due to an illness/injury prior to the start of program. If one started a program and can't continue due to an injury/illness, a pro-rated refund will be given, but a documented medical note is still required.

If the Monroe Parks and Recreation Department cancels a program due to insufficient enrollment a full refund will be given. There are no refunds/credits when we reschedule a program class due to weather/unforeseen circumstance or facility changes and we provide a make-up class to attend.