



Refund Request Form

Park and Recreation Department
40 Fairbank Road
Sudbury, MA 01776
978-443-1092

recreation@sudbury.ma.us

REFUND POLICY

Refund Policy -Refund guidelines for most programs. Exceptions are noted on specific program registration pages.

Refund & Cancellation Policy

All refund requests must be submitted in writing (email this form preferred). Refunds are subject to cancellation fees based on the program type and timing. All fees are per person, per session unless otherwise noted.

Sudbury Summer & Summer Programs

A \$10 cancellation fee applies per session, per participant, for any cancellation made after registration. A \$50 cancellation fee applies per session, per participant, for cancellations made after May 30 (weekly for Preschool Pals). No refunds will be granted after June 13.

Example: Canceling 3 sessions for 2 children results in 6 cancellation fees (1 per child, per session).

School Year Programs (Fall, Winter, Spring)

Cancellations made 7 or more days before the program start date are subject to a 5% cancellation fee. No refunds will be granted for cancellations made within 7 days of the program start date.

Special Programs – 3 Week Cancellation Policy

Red Cross CPR/First Aid Trainings, February & April Vacation Week Programs, and Early Release Day Programs require at least 3 weeks' notice for cancellation. No refunds will be granted within 3 weeks of the program start date.

Ski Club

A \$10 cancellation fee applies per participant for any cancellation made after registration. No refunds will be granted after November 30. Wachusett Mountain passes must be purchased by November 29 or your spot may be given to the next person on the waitlist.

American Red Cross Swim/Life Guard Lessons (outside vendor)

No refunds will be granted.

Swim Lessons from one of the providers here on property?

Please note: You've registered directly with the provider, not through Sudbury Parks & Recreation. For any questions or changes, we kindly ask that you reach out to them directly.

Atkinson Pool Membership & Reservations

Swim teams and renters must contact Aquatics Dept. to cancel. Lap lane, family lane reservation cancellations are credited back to your account for future use.

Program Cancellations by Parks & RecreationL

If a program is canceled due to low enrollment, a 100% refund will be issued automatically.

Refund Processing

Refunds are issued to the original payment method. Processing may take up to 14 business days. Submit your written request or refund form to recreation@sudbury.ma.us. After submitting, follow up with a phone call to 978-443-1092.

Participants Name: _____
First M Last

Program Name: _____ Program Date(s): _____

Date of Registration: _____ Invoice Number: _____ Fee Paid: _____

Payment method: Cash Check: # _____ Credit Card

Reason for refund request:

Medical illness Personal Conflict Class schedule changed

Other: _____

Signature: _____

Date: _____



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FOR DEPARTMENT USE ONLY

Date Received: _____ Date Reviewed: _____ Reviewed by: _____

Fee assessed: _____ Total refund amount: _____

Refunded in Authorize: YES NO Date: _____ Initials: _____

Refunded in MyRec: YES NO Date: _____ Initials: _____