

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 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 Adventure Policy

A \$75 refund fee for cancellations prior to May 1. After May 1, the refund fee for cancellation is \$150. There are no refunds for cancellations made within one week of the program start.

Recreational Programs (Fall, Winter, Spring)

Refund fee for cancellations made at least 5 business days prior to the program start is 15% of the program fee. There are no refunds for cancellations made less than 5 business days prior to the program start.

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.

Program Cancellations by Parks & Recreation

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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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: _____