

The Lynnfield Recreation Department reserves the right to cancel, postpone, or combine programs. Every effort will be made to notify participants if a program has been cancelled, changed, postponed or relocated due to space availability. Programs are subject to change in personnel. **Please be advised that some activities and clinics may continue to run outside in inclement and/or adverse weather conditions. Participants should dress appropriately for the weather.**

- All refunds will be issued in the form of a check from the Town Treasurer's Office. **Refunds to credit cards are not permitted.** Please allow 3—4 weeks for processing of refunds.
- If insufficient enrollment causes an activity to be cancelled, participants will receive a full refund.
- **Refunds, less the minimum \$10.00 non-refundable deposit, may be given to a participant who withdraws from a program two weeks or more prior to the start of the program.** *Please note: To be eligible for a refund, the request must be in the form of a letter or email to the Recreation Department stating the reason for withdrawing and the participant's name and address.
- Refunds may be given for medical reasons which arise less than two weeks prior to the start of a program. To be eligible for such a refund, the request must be in the form of a letter or email to the Recreation accompanied by a physician's letter. The minimum \$10.00 non-refundable deposit will be deducted from the refund. In the event that a medical issue arises after the start of a program, the refund will be prorated.
- In the event of weather cancellations the Recreation Department will offer make-up sessions. Refunds will not be given if make-up classes are scheduled and held, but a participant is unable to attend.
- **Participants who withdraw from a program five days prior to the start of a program may receive a credit, less the minimum \$10.00 non-refundable deposit,** towards another Recreation activity provided that a wait list participant fills the spot and/or the minimum level of participants has been reached.
- **Participants who withdraw from a program less than five business days prior to the start of the program are not eligible for a refund or credit** as program expenses (staffing and supplies, etc.) will have been incurred. Refunds and/or credits will not be given for early termination of a program by the participant.
- **Program Transfers**—If space allows, participants will be permitted to switch/transfer to another class or program. A **\$10.00 processing fee** will be assessed and **must be paid by check or cash when requesting the transfer.** Should the program the participant is transferring into have a higher fee, he/she will be expected to remit the transfer fee and the difference at the time of requesting the transfer.

If you have questions please put them in writing to the Director of Recreation , Town Hall, 55 Summer Street Lynnfield, MA 01940. If you have questions about unused credits please call the Recreation Office at (781) 334-9488.