

Falls Church Recreation & Parks Department  
Refund/Household Credit Request Form

P: (703) 248-5027 F: (703) 536-8150

[Recreation@fallschurchva.gov](mailto:Recreation@fallschurchva.gov)

Date: \_\_\_\_\_

Primary Household Name: \_\_\_\_\_

Address: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_ Home Telephone Number: \_\_\_\_\_

Name of Person enrolled in Activity: \_\_\_\_\_

Activity Description(s): \_\_\_\_\_  
(ex.: Yoga)

Activity No(s): \_\_\_\_\_  
(ex.: 250603-A)

Activity Start Date(s): \_\_\_\_\_  
(ex.: 4/1/05)

Reason for Request (please be specific and give as much detail as possible): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Requesting (check one):**

- Credit to Recreation Household Account
- Credit Card
- Check

**ALL household credits will incur a 10% processing fee.  
ALL refunds will incur a 20% processing fee.**

Signature: \_\_\_\_\_

**\*\* Please read the Policy on the back of this form. This information is also published in the activity brochure. \*\***

A credit to your household account can be made in 1 – 2 weeks and may be used for future registrations/purchases.  
A refund to your credit card can be made in 1 – 2 weeks and may take 30 days to post to your account.  
For original payments made by cash or check, a mailed refund check should be received in 4-8 weeks.

**Office Use Only:**

Program Supervisor Approval: \_\_\_\_\_

Director's Approval: \_\_\_\_\_

- No Refund/Credit
- Credit less 10%
- Refund less 20%
- Prorate \_\_\_\_\_

# City of Falls Church

## Recreation & Parks Division

### Refund/Household Credit Policy

The Recreation & Parks Department will provide a full household credit or refund if the activity or camp is canceled by the Department or *upon request* when schedule or location changes made by the Department prohibit or limit an individual's ability to attend.

To request a household credit or refund for any reason other than those stated above, a "Request for Refund/Household Credit" form must be completed and submitted. All requests are handled using the following guidelines below:

<u>Classes and Athletic Programs</u>	<u>Camps and Professional Days</u>
<p><b>10 or more days before start date:</b></p> <ul style="list-style-type: none"> <li>• Credit requests will incur a 10% processing fee</li> <li>• Refund requests will incur a 20% processing fee</li> </ul> <p><b>5 – 9 days before start date:</b></p> <ul style="list-style-type: none"> <li>• Credit requests will incur a 10% processing fee</li> <li>• No refunds will be granted</li> </ul> <p><b>Less than 5 days before start date:</b></p> <ul style="list-style-type: none"> <li>• No credit will be granted</li> <li>• No refund will be granted</li> </ul>	<p><b>14 or more days before start date:</b></p> <ul style="list-style-type: none"> <li>• Credit requests will incur a 10% processing fee</li> <li>• Refund requests will incur a 20% processing fee</li> </ul> <p><b>Less than 14 days before start date:</b></p> <ul style="list-style-type: none"> <li>• No credit will be granted</li> <li>• No refund will be granted</li> </ul> <p><b>** No refunds will be granted once a camp has ended</b></p>

**\*\*Exceptions:** Medical reasons (doctor's note required). Credits will incur a 10% processing fee. Refunds will incur a 20% processing fee.

A credit to your household account can be made in 1 – 2 weeks and may be used for future registrations/purchases. A refund to your credit card can be made in 1 – 2 weeks and may take 30 days to post to your account. For original payments made by cash or check, a mailed refund check should be received in 4-8 weeks.

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**ALL refunds will incur a 20% processing fee.**

If you have any questions or concerns, please contact our department at (703) 248-5027.

