



Glynn County Recreation and Parks Refund Policies and Procedures

REFUND POLICIES AND PROCEDURES:

Glynn County Recreation and Parks Department Refund Policies and Procedures were approved by the Glynn County Board of Commissioners on May 2, 2019. These policies and procedures are effective July 1, 2019.

Purpose: Refund Policies and Procedures have been established to allow customers who are unable or unwilling to participate in a County recreation program for any reason to request a refund of registration fees. To request a refund, email glynncrec@glynncounty-ga.gov or call 912-554-7780. If a call is made after regular business hours, customers should leave a voice message with the participant's name, contact number, and request for refund. Requests for refunds will be reviewed by the GCRPD Recreation and Parks Manager or his/her designee and processed in a timely manner.

A. Refund Policy for Instructional Programs, Classes, and Camps: Any participant may receive a refund of their registration fee minus a \$5 processing fee if the refund is requested prior to the first class meeting or first day of camp.

B. Refund Policy for Youth Athletic Leagues: Any participant may receive a refund of their registration fee minus a \$5 processing fee if the refund is requested prior to the first game of the season and if the participant has not received his/her uniform. This is verified with the head coach. If a uniform was issued prior to the first game of the season, the participant is eligible to receive a refund of the registration fee minus a \$5 processing fee only after they return the uniform to the County. Refund requests for tackle football must be made prior to the first game of the season, but the request will not be processed until the participant has returned the uniform and all equipment issued to him/her (helmet, shoulder pads, and pants) to the County.

C. Refund Policy for Adult Athletic Leagues: Any participant may receive a refund of their registration fee minus a \$5 processing fee if the refund is requested prior to the first game of the season.

D. Refund Policy for Summer Pool Passes: Pool pass fees are non-refundable and non-transferable.

E. Refund Policy for Late Fees: Late fees are non-refundable.