

MEDFORD PARKS & RECREATION

HEALTHY LIVES. HAPPY PEOPLE. STRONG COMMUNITY.

Customer Satisfaction and Refund Policy

Medford Parks and Recreation works to bring residents and visitors quality programs at affordable prices. Requests for refunds must be received during normal working hours Mon-Fri 8am-5pm.

Adult League Sports

Team fees are refundable if requests are received prior to the team captains meeting or league schedules are posted; whichever comes first.

General Park Reservations

Customers will receive a full refund if requested a full working day before the event. If a park area was unusable due to weather, vandalism or verifiable negative maintenance conditions, the customer will receive a full refund.

Special Event Reservations

Customers may receive full refund if requested 14 working days prior to the event date minus staff time or other City incurred expenses on behalf of the customer's event.

Private Pool Reservations

Due to the time needed in canceling work schedules the following applies; customers will receive a full refund, if requested by noon 7 working days prior to the scheduled date. If a customer does not show up for a reservation, personnel policies dictate staff be paid for their full shift. No refunds will be issued due to a reservation no show.

Swim Lessons

Participants are assessed a \$5 cancellation fee for each enrollment canceled. This fee is charged due to limited class sizes and high demand. If we cancel a class due to lack of enrollment the enrollee will be offered another class of equal ability or a full refund.

Adult and Youth Classes/Programs

We operate as close as possible to maximize enrollment and fees are structured as such. To accomplish this we request advance notice of transferring or withdrawing from a program so we may contact those on a wait list or cancel a class due to low enrollment. Participants may receive a full refund or transfer to another program of equal value, if requested prior to the second class meeting. If we cancel a program we will contact enrollees as expediently as possible and offer full refund or transfer to another program.

Youth Camp

There are a variety of youth day camps offered through the year. When registering for such a program be sure to ask about a specific refund policy.

Santo Community Center Birthday Party

14 day notice is required for a refund.

Requests for refunds outside the scope of these guidelines will be considered on a case by case basis and may be referred to a program director, customer service specialist or supervisor.