

## Mount Vernon Parks & Enrichment Services Registration & Refund Policies

### **Registration Policy:**

- Pre-registration and complete payment MUST accompany registration. Program sizes are limited and are filled on a first come first served basis.
- Programs may be cancelled due to insufficient registrations or inclement weather or combined to attain sufficient enrollment. Please register early.
- Three Easy Ways to Register for a Program:
  - **Online** – register online 24/7 at [www.mountvernonwa.gov/parks](http://www.mountvernonwa.gov/parks)
  - **Call Us** – 360.336.6215 using Visa, MC, Discover, American Express; Monday through Friday 8am – 5pm
  - **Walk In** – Register at the Mount Vernon Parks Office at 1717 S. 13<sup>th</sup> Street, Mount Vernon, Monday through Friday 8am – 5pm.
- Registration fees will not be prorated.

**Refund Policy:** The Mount Vernon Parks and Enrichment Services Department reserves the right to cancel, reschedule or combine activities as needed.

- A full refund will be given if the Mount Vernon Parks and Enrichment Services Department cancels a program. Registration fee may be transferred to an upcoming class if available. No credits will be left on accounts.
- All refunds requested by participants will be less a \$10 administration fee, plus any program expenses (shirts, trophies, books, supplies, etc.). No refunds will be given for amounts \$10 or less, except if Mount Vernon Parks and Enrichment Services cancels the program.
- Refund requests must be received in writing; email is accepted. A full refund less the \$10 withdrawal fee will be refunded if a participant requests a refund a minimum of seven (7) days before a program is scheduled to begin, unless otherwise noted in the program description. Staff confirmation of withdrawal is required. The \$10 withdrawal fee is assessed per registrant, per program.
- Refunds are not granted for “no shows”.
- Please allow up to three weeks for the processing of any refunds.