

# Broadview Heights Parks and Recreation Department

9543 Broadview Road, Broadview Heights, OH 44147 [www.bhrec.org](http://www.bhrec.org)

## Customer Refund/Transfer Request Form

- If the Recreation Department cancels a class, each participant will receive a full refund.
- If a participant wishes to cancel or transfer their enrollment in a program, the request must be made **5 days** prior to the starting date of the program. Participant has the option of receiving a full household credit or a reimbursement check / refund to credit card less a \$5 fee.
- In the case of programs that require team assignments, such as soccer, baseball, basketball and other athletics, no refunds will be given after the registration deadline as established by the Recreation Department.
- Recreation Center Memberships are non-refundable and non-transferable.
- Program Passes are non-refundable and non-transferable. (AOK/Child Care/Flex/Private Swim/Spin)

Name of Person making request: \_\_\_\_\_

Name of Participant, if different from above: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Home #: \_\_\_\_\_ Cell #: \_\_\_\_\_

Email: \_\_\_\_\_

Program Name / Activity #: \_\_\_\_\_ Section #: \_\_\_\_\_

Reason for Refund or Transfer Request:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please select one:**

**(Check/Credit Card Refunds will be processed in the same manner in which you originally paid)**

\_\_\_\_\_ Household Credit

\_\_\_\_\_ Reimbursement Check (Less a \$5 Fee)

\_\_\_\_\_ Refund to Credit Card (Less a \$5 Fee)

Signature \_\_\_\_\_ Date \_\_\_\_\_

**(Staff Use Only)** Date request was made: \_\_\_\_\_ Received By: \_\_\_\_\_ Approved By: \_\_\_\_\_ RecTrac: \_\_\_\_\_