

Refund Request Form



Main Contact Name: _____

Client to Withdraw: _____

Refund Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____ Phone Number: _____

Reason for Request: _____

Main Contact Signature: _____ Date: _____

MEMBERSHIP CANCELLATION

Monthly Membership Annual Membership Group Exercise
Type of Pass (Circle One) : Youth Adult Senior Family

ANNUAL MEMBERSHIP TRANSFER

Type of Pass (Circle One) : Youth Adult Senior Family
Transfer Pass Recipient (must fill out Contact Information and Liability Waiver & Hold Harmless Agreement):

Main Contact Name: _____ Family Members (if any): _____

Email: _____ Phone Number: _____

MEMBERSHIP FREEZE

Monthly Membership Annual Membership
Type of Pass (Circle One) : Youth Adult Senior Family

Freeze Request Beginning Date: _____ Number of Months: _____

Note: \$10/month fee for each month the freeze is in effect must be paid up front.

CLASS/PROGRAM REFUND (AT LEAST 5 BUSINESS DAYS PRIOR TO START DATE):

Program Title: _____ Barcode Number: _____

Program Start Date: _____ Time: _____

COMMUNITY ACTIVITY CENTER REFUND POLICY

Transactions originally paid with cash or check will be refunded by check. Customer will receive a refund by check in the mail within 3-4 weeks of the requested date. Transactions originally paid by Visa or MasterCard in person or online will be refunded back to the original card only. For in person transactions, customer must present credit card in person at the time of the refund. For online transactions, the \$3 User Fee is non-refundable. Credits on account will automatically be refunded by check if left on account longer than 120 days.

MEMBERSHIP ANNUAL PASS

Non-refundable: For individuals choosing to purchase an Annual Membership Pass by paying for one year in full, an Annual Pass is non-refundable after a 30-day Opt Out Period.

30-day Opt Out Period: All Annual Pass membership holders have 30 days from the date of purchase of the Annual Pass membership to request a refund. An amount equal to one month's membership, at the current monthly membership rate, will be deducted from the Annual Pass refund amount at time of refund.

Transferring a Membership: Individual or Family Annual Pass holders may transfer pass to another individual or family. If the individual or family receiving the annual pass is a non-resident of the Town of Flower Mound, they will be required to pay the difference between the resident Annual Pass fee and the non-resident Annual Pass fee. If a non-resident Annual Pass holder is transferring their Annual Pass to a resident of the Town of Flower Mound, there is no refund for the price difference.

MEMBERSHIP MONTHLY PASS

Non-Refundable: For those individuals choosing to purchase a monthly pass, a monthly pass is non-refundable after the date of purchase.

Electronic Funds Transfer: For individuals choosing to pay membership fees via Electronic Funds Transfer, a 30-day written notice is required to discontinue membership. There will not be any refunds for payments made prior to the time of cancellation.

MEMBERSHIP MEDICAL FREEZE

Memberships can be frozen due to members inability to use the facility due to medical reasons. Members must provide a medical release in writing from their doctor to be eligible for a freeze. Members must pay \$10 per month for each month the freeze is in effect at time of freeze request.

CLASS/PROGRAM REFUND

Full refunds, credits, or transfers to another class will be granted when requested at least five business days prior to the start date of the class. Refunds requested less than five business days prior to the start of a class or after the class has begun will not be granted. Failure to attend a registered class, program, or activity will be considered a forfeiture of materials supplied and all fees paid. The Parks and Recreation Division reserves the right to cancel, combine or divide classes, to change times, dates or class locations, to change the instructor assignments, and to make other revisions in these offerings to best provide service. In the event the Parks and Recreation Division cancels any class, program or activity, a full refund or credit will be issued. No make up classes.

Staff Received: _____ Date: _____ Staff Refunded: _____ Refund Processed Date: _____

