

REFUND POLICY:

A partial refund/reimbursement of the Class Activity Fee due to customer cancellation may be issued when notice is given to the Community Services Department via online or in-person submission of the Request for Refund Form prior to the first scheduled class of the activity session. All refunds will be assessed a 20% administration fee.

- Requests for refunds received before the commencement of the second (2nd) class of the session may still be considered for approval. Approval of such requests is left to the discretion of Community Services staff. If granted, the refund will be credited to the customer's City of Menifee ActiveNet account minus an additional 20% cancellation fee deducted from all reimbursed funds. Classes with only a single meeting are not eligible for refunds and such requests will not be considered.
- Requests for refunds received after the commencement of the second (2nd) class of the session will not be considered. Refunds for classes which have already held two (2) classes within the scheduled session will not be granted under any circumstances.
- Online convenience fees will not be refunded. Only the Class Activity Fee is eligible for refunds. Any fees associated with online registration are not considered when issuing refunds of Class Activity Fees.
- Refunds of the Class Activity Fee will not be issued for participant absences, and missed classes cannot be made up in another session of the activity. The City of Menifee is not liable for any lost value caused by participant absence from a scheduled activity.
- Refunds are not granted on the basis of participant illness. If the participant is unable to continue with an activity after it has begun due to illness or health issue, a medical excuse from a doctor must be provided to obtain a credit that can be applied to enroll in future activities. Charges will be deducted from all approved credits.

Requests for refund may be submitted online on the City of Menifee website, by email to communityservices@cityofmenifee.us, or in person at the Community Services Department offices at the address listed below. Once this form has been submitted there will be no changes allowed. The City of Menifee reserves the right to deny any request for refund which does not meet the Refund Policy. Please allow 6-8 weeks for processing of any granted refunds. For further questions regarding the refund policy or to inquire as to the status of an existing request, please contact:

29995 Evans Rd

Menifee, CA 92586

(951) 723-3880

www.cityofmenifee.us

communityservices@cityofmenifee.us



MENIFEE
COMMUNITY
SERVICES

REQUEST FOR REFUND FORM

REQUESTOR'S INFORMATION:		
First Name:	Last Name:	Phone Number:
Address:	City, State, Zip Code:	
ACTIVITY INFORMATION:		
Currently Registered In: _____		
Class Start Date: ____ / ____ / ____		
Original Amount Paid: \$ _____ . _____		
REASON FOR REFUND:		
<input type="checkbox"/> Instructor Cancellation <input type="checkbox"/> Dissatisfaction with Instructor <input type="checkbox"/> Dissatisfaction with Class Content <input type="checkbox"/> Other (Please explain): _____ _____		
REQUESTED REFUND METHOD:		
Requestor wishes to receive reimbursed funds via:		
<input type="checkbox"/> Credit to the requestor's City of Meniffee - Dash account (full refund amount) <input type="checkbox"/> City of Meniffee check made payable to the paying customer's/requestor's name and address (See above refund policy for conditions. Please allow 6-8 weeks for processing.)		
REQUESTOR CONSENT:		
Signature: _____		Date: _____
By signing the above form, the requestor agrees to the following:		
<ul style="list-style-type: none"> The identity of the requestor matches the identity of the customer who paid for enrollment into the class for which the refund is being requested. Checks issued for refunds will be delivered to the address listed on the requestor's City of Meniffee ActiveNet account. Processing of check refunds will take 6-8 weeks. Refunds credited to the requestor's City of Meniffee ActiveNet account will be processed within three (3) business days of approval of the request for refund. Any refunds received will be equal to the amount determined by Community Services Department refund policies as stated above. Participation in the activity for which the requestor has requested refund will cease on the day on which the requestor submitted their request. Further participation after submission of the above form may result in denial of the request. I have read and understand the terms of the Refund Policy as listed on the first page of the Request for Refund Form. 		
COMMUNITY SERVICES DEPARTMENT USE ONLY:		
Original Payment Date: ____ / ____ / ____		Receipt #: _____
Form of Initial Payment: <input type="checkbox"/> Cash <input type="checkbox"/> Check Check Number: _____ <input type="checkbox"/> Credit		
Amount of Approved Refund: \$ _____ . _____		Any Processing Fees Withheld: \$ _____ . _____
Voucher Number: _____		Staff Name: _____ Date Approved: ____ / ____ / ____
Staff Notes: _____ _____		