

Policies of the Pomfret Recreation Department

Payment

Make checks payable to: Pomfret Recreation Dept. We accept personal *checks, money orders and cash, sorry no credit cards. Full payment must accompany your registration. Checks returned for non sufficient funds will be subject to the amount of the original check plus a \$20.00 fee.

Registration Policy:

Registration will always take place at the Recreation Office unless noted otherwise. All persons registering for a program must fill out a registration form. Over the phone registration may be taken with the understanding that the payment will be mailed and received within the next five days. If not, your name will be removed from the program list and others may take your place. Some programs or trips will not be accepted by phone registration. Please call the Pomfret Recreation Dept. Office at 974-1423. Registrations are NOT accepted via email. Please contact our office by phone or in person to register for any trips or programs.

Refund/Credit policy:

Our office maintains a *NO REFUND POLICY. Refunds are given for canceled programs due to low enrollment. Make up dates may be given for canceled programs/classes or trips due to inclement weather, based on availability by the discretion of the instructor or director. Partial credit or a partial refund may be given for medical reasons with a doctor's note. An administration fee of \$10.00 per registration will be deducted from any and all refunds (unless the program was canceled). Refunds for medical reasons may take two to three weeks to process. Refunds or credit are NOT given for unattended classes.

Trips

- Full Refunds for trips will not be given unless one of the following occurs:
- the trip is canceled.
- a paid replacement is found to take the trip either by the original registrant or from our wait list

Wait Listing: Once a program or trip has reached full capacity, a wail list will be formed.

We reserve the right to change or adjust information in this policy in regards to programs in or advertisements or brochures, dates, fees, etc. We apologize for any inconvenience it may cause, and for any misprints that may exist in this policy.

Transportation for children:

Children that are participating in any Pomfret Recreation program or event must be picked up promptly at the conclusion of the program or event. If a child is not picked up punctually it may result in that child being removed from the program without refund.

Inclement Weather

Evening programs will be canceled after 3:30 p.m. in the case of inclement weather. Weekend decisions are usually made between 7-8:00 a.m. Announcements will be posted on WINY 1350 AM radio and on the town website under the Recreation Department page (if possible).

Photo Policy: Photos may be taken at any event or program, and become the property of the Pomfret Recreation Department. They may be used for promotional purposes such as brochures, flyers, ads or published in local news publications. If you would prefer not to have your photo taken/used, please inform us at the time of registration.

There are times when pricing, schedules and venues may need to be changed and are beyond the control of the Pomfret Recreation Department. We reserve the right to make changes as needed. Pomfret Recreation is not held responsible for typographical errors in this website or any of our publications or ads. Always verify information directly with a member of the Pomfret Recreation office staff.