

Refund Policy

- Registered participants will be given a 24-hour time limit after registering to cancel or withdrawal with no penalty and a full refund. To do so contact the recreation department at joshuan@roughridercenter.com.
- All withdrawal requests must be made before the start of the program or class. Request must be typed out and emailed to the recreation department (joshuan@roughridercenter.com).
- No refund will be granted after the second meeting of the program without written medical excuse.
- A relocation or move will hold special consideration prior to the second week of the program. However, no refund will be granted after the second meeting of the program without written medical excuse.
- Refunds will be put on users RecTrac Account unless patrons request a refund check or credit card refund. Funds on RecTrac Accounts can be used for payment of future registrations.
- When a program or class is cancelled, postponed, or closed by the Recreation Department due to low enrollment or other circumstances, registered participants will be notified and will receive a full refund. Please note the online convenience fee is non-refundable.
- Pro-rated refunds are available when postponements and cancelations occur. Refunds will not be granted after the halfway point of a program. This is under the discretion of the Recreation Manager and will be handled after the final date of the scheduled program.
- Refunds will not be issued if the refund amount is \$5.00 or less.
- Refunds will not be given on special events, workshops or recreational trips less than seven days prior to the date of the program. Prior to that, requests must be typed out and email to the recreation department (joshuan@roughridercenter.com).