



# Cosumnes Community Services District

## REFUND POLICY

Refunds and transfers are granted for cancellations received 72 hours prior to the first class, unless otherwise noted in the program description. Failure to attend a class does not constitute grounds for a refund. If you are not satisfied with a program you have attended, please contact our office to speak to the program supervisor.

Refunds issued in the form of a check may take up to 2 to 3 business weeks to process. Refunds issued back to a credit card may take up to 7 business days to process.

The Parks and Recreation Department will declare a refund on a customer account as an unclaimed credit when the refund has not been used or claimed within one year of the refund issue date. Unclaimed credits will be transferred to the Cosumnes Recreation Opportunity Fund.

### REMEMBER TO

Mark your calendars. Please note the activity times, dates and locations for courses and events.

### RECEIPTS

In an effort to keep the cost of classes down, staff will provide you with a receipt via email.

### SUPPLY FEES

Mandatory supply fees are collected during registration, optional supply fees are payable to the instructor on the first day of class.

### WAIT LIST

Anyone can wait list for an individual class. Wait lists are not rolled over from year to year, session to session, or class to class. It is the responsibility of the parent to place their child (children) on the appropriate wait list(s). If a client withdraws from a class thus creating an open spot, the first person on the wait list is called to accept or decline within the appropriate time period provided by staff. Class spots are not held or reserved and are not finalized until payment is made.

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