

Program Refund Policy

A \$10 administration fee will be charged to all refund requests (unless the program is cancelled by LTPD).

Refund/transfer requests may be made up to five business days prior to the start of class. Refunds requests received less than 5 business days from the start of the class/program will only be honored for certified medical reasons or moving from the Park District.

Refunds on Prairie Bluff Holiday Brunches will only be granted if the request is received at least 10 business days prior to the event or if the registrant's spot can be filled by a patron on the wait-list. If this occurs the registrant will receive a full refund minus the \$10 administrative fee.

All refund requests, including online registration, must be made in-person in writing at the DPCC, 1811 Lawrence Ave., or Challenge Fitness, 2021 Lawrence Ave. in Lockport

Credit balances of \$10 or less will be kept on account.

Trip Refund Policy

Day trip payments are non-refundable unless the spot can be filled. Please notify the travel supervisor as soon as possible if someone will be taking your place. A \$10 administration fee will be charged.

Extended tour deposits/payments are non-refundable up to 60 days prior to departure, unless otherwise stated. Less than 60 days prior to departure deposits/payments are non-refundable unless the spot can be filled or the optional trip insurance was purchased. Please notify the travel supervisor ASAP prior to departure if someone is taking your place. A \$10 administration fee will be charged.

Trip insurance is optional but is highly recommended.

If the minimum registration is not met, LTPD has the right to cancel a tour. If a tour is cancelled you will be notified no later than 7 a.m. on the date of departure. A full refund will be given.

Special Event Policy

No refunds will be granted on special events even if cancellation occurs before the event starts. The only exception to this rule is if the participant has a doctor's note excusing them from the activity.