



**CITY OF WATERBURY
DEPARTMENT OF PUBLIC WORKS
BUREAU OF RECREATION**

REFUND POLICY

GENERAL REFUND POLICY

Refunds may be issued if you cancel out of a program a minimum of 1 week prior to it beginning. Cancellation fees apply as follows:

- Summer program – 1st installment cancellation fee is deducted.
- Winter program – a \$100 cancellation fee is deducted.

Refunds will not be issued after a program has already started.

CREDIT CARD REFUND POLICY

In order to be refunded the customer must provide a completed W-9 form, before refund can be processed. All refund participants will be cross referenced with the City of Waterbury tax office for outstanding balances. Before a customer receives a refund, any outstanding balances will be held against the refund portion after the cancellation fee is applied. Refunds will only be processed in check form after the tax office cross reference is satisfied. We cannot refund to your credit card/debit card. Refund payments can take up to 4-6 weeks to process.

COVID-19 ADDENDUM

Due to Covid-19 the Bureau of Recreation will issue refunds based on program length, to be determined by the program coordinator.