

RENTAL CANCELATION POLICY

When renting the SRD Facility, Courts or Fields, cancellations received in writing more than one full calendar month before the rental date will receive a refund, minus a \$50 cancellation fee.

Rental fees will be forfeited for cancellations made less than one calendar month before the event. Deposits will be refunded in all cases.

PROGRAM, ACTIVITY AND EVENT CANCELATION POLICY

- TWO WEEKS OR MORE BEFORE PROGRAM START DATE - Program fees \$90 or higher
100% Refund less \$25 cancellation fee.
- ONE WEEK PRIOR TO PROGRAM START DATE : 50% Refund
- LESS THAN ONE WEEK PRIOR TO PROGRAM START DATE: No Refunds
- TWO WEEKS OR MORE BEFORE PROGRAM START DATE - Program fees \$89 to \$21:
100% Refund less \$10 cancellation fee.
- ONE WEEK PRIOR TO PROGRAM START DATE : 50% Refund
- LESS THAN ONE WEEK PRIOR TO PROGRAM START DATE: No Refunds
- PROGRAMS \$20 OR LESS: No Refunds

See below for explanation examples:

EXAMPLE ONLY: TWO WEEKS OR MORE BEFORE PROGRAM START DATE

100% refund, less \$25.00 cancellation fee, per session/class/program/activity, per person, will be issued up until two full weeks prior to the start of the session/class/program/activity. (EX: If session/class/program/activity begins on Monday, notification must be received by 9 am two Mondays prior to the start date to receive a full refund, less \$25 cancellation fee).

EXAMPLE ONLY: ONE WEEK PRIOR TO PROGRAM START DATE

50% refunds will be issued up until one full week before the start date of session/class/program/activity. (EX: If session/class/program/activity begins on Monday, notification must be received by 9 am one Monday prior to the start date to receive a 50% refund).

Session/class/program/activity fees are non-refundable beyond policy time limits stated above. No refunds requests will be granted if received less than 7 days prior to the start of the session/class/program/activity.

EX: Programs beginning on Mondays, if cancellation notice is not received prior to 9 am the Monday prior to the program, fees are non-refundable.

Credit card processing fees are non-refundable.

To request a refund by the deadline, please email admin@strawberryrec.org or call the SRD Office @ 415.383.6494