



Refund Policy and Service Fees:

Refunds for the Glen Ellyn Park District are only provided under certain circumstances.

If the District cancels an activity:

If the District cancels a class, we'll first try to offer a make-up session. If a make-up session isn't possible, you will receive a credit to your account or a full refund.

When you withdraw from an activity:

If you withdraw from an activity before the refund request deadline, any monetary refund will incur a service fee of at least \$10, unless a specific commitment or cancellation fee already applies. If the activity costs less than \$10, you will not owe any additional amount. In this case, the service fee will match the cost of the activity. You can avoid this service fee by transferring to another activity or by having the full refund amount applied as a credit to your household account for future use.

No refunds or prorated fees will be issued for non-attendance, scheduling conflicts, or for withdrawals after the refund request deadline. It is also important to note that no refunds will be issued once a program, session, or activity has ended.

For specific refund deadlines and policies for each activity, please refer to the table on the next page.

Submitting a Refund Request:

We are committed to providing high-quality recreation activities, events, and programs. If you're not satisfied, we welcome your feedback, suggestions, and ideas for improvement.

To request a refund, please:

- Call us at (630) 942-7280
- Email registration@gepark.org
- Complete the Refund Request Form at gepark.org/refunds

Form of refund:

All refunds will be processed using the original payment method from registration or issued as a credit to your account. Refund requests are typically processed within 10-15 business days.

Refunds Are Not Provided for the Following:

The following are not eligible for refunds, credits or any form of remissible payment.

- Food, meals, or catering included as a part of a program, party, event, or rental.
- Concession sales
- Daily facility admissions and drop-in fees
- Pool passes
- Day trips or tickets to entertainment
- Registered and drop-in special events
- Program supplies and materials
- Garden plots
- Gift certificates
- Fitness memberships
- Platform tennis memberships
- Clay tennis court memberships
- Dog park memberships
- Walking track memberships
- Punch cards and 5-visit passes

Medical Refunds:

A prorated refund may be issued if the participant withdraws for medical reasons. Medical refunds require a signed doctor's note explaining the injury or illness and must be submitted within 10 business days of when the participant first misses the program due to the injury or illness. Medical refunds will be subject to applicable cancellation fees and cannot be processed after the program has ended.

Parties and Rentals:

All rental facilities have unique refund policies. All refunds for parties and facility rentals are subject to the specific refund policy outlined in the rental agreement for the respective facility. Please refer to your rental agreement for specific cancellation fees and/or refund eligibility.

Refund Request Deadlines and Policies:

ACTIVITY	DEADLINE/REFUND POLICY
General Activities, Registered Events, and Summer Camps	Refunds available up to one week prior to the activity start date.
Preschool Education Program, Kindergarten Enrichment, and Adventure Time Before and After School Care	<ul style="list-style-type: none"> • The \$150 commitment fee is non-refundable. • All cancellations for the school year must be made before August 1. Cancellations made after this date will forfeit the \$150 commitment fee, and any refund will be prorated based on days attended. For Preschool and Adventure Time, no refunds will be issued after January 1, unless warranted due to medical reasons or family relocation.
Chameleon Theatre Productions	No refunds after the second rehearsal.
Recital Dance	<ul style="list-style-type: none"> • Refunds available up to one week prior to the activity start date. • Costume fees are non-refundable.
Youth House Baseball Youth House Soccer Girls House Softball Winter Youth Basketball	Refunds available up to two weeks prior to the first game.
Rebels Travel Baseball (Full-Time and Part-Time) Phillies Travel Softball (Full-Time and Part-Time)	<ul style="list-style-type: none"> • The \$350 commitment fee is non-refundable. • Before January 1: Full refund minus the \$350 commitment fee. • After January 1: A prorated refund, minus the \$350 fee, will be issued only for medical reasons (with a doctor's note) or family relocation; otherwise, no refund will be given.
Golden Eagles Tackle Football	<ul style="list-style-type: none"> • May 1-July 31: Full refund minus a \$100 cancellation fee. • After August 1: No refunds.
Golden Eagles Flag Football	<ul style="list-style-type: none"> • May 1-August 31: Full refund minus a \$35 cancellation fee. • After September 1: No refunds.
Golden Eagles Sideline Cheerleading Golden Eagles Competitive Cheerleading	<ul style="list-style-type: none"> • No refunds after May 1. • Uniform fees are non-refundable.
Bulldogs Lacrosse	<ul style="list-style-type: none"> • February 1-March 31: Full refund minus a \$75 cancellation fee. • After March 31: No refunds. • Uniform fees are non-refundable.
Lakers FC Travel Soccer Midwest FC Travel Soccer	<ul style="list-style-type: none"> • The \$300 commitment fee is non-refundable. • Before August 1: Full refund minus the \$300 commitment fee. • After August 1: No refunds.
Cyclones Volleyball Girls Lacrosse RISE Field Hockey	Refunds available up to one week prior to the activity start date.
Gators Swim Team and Inclusive Gators Grasshoppers Tumbling Team	Refunds available up to two weeks prior to the first meet.
Private Lessons and Personal/Sports Training	Refunds are available for unused sessions within 365 days of purchase.