

West Seneca Youth & Recreation Department Refund & Credit Policy

The West Seneca Youth & Recreation Department strives to provide quality programs and activities for all participants. Please review the following policy regarding program withdrawals, credits, and refunds.

Program Credits

- If a participant chooses to withdraw from a program, a credit may be issued only if the vacated spot can be filled from the waitlist.
- Credits will only be issued after the vacated spot has been successfully filled and the replacement participant has completed registration and payment.
- If the spot cannot be filled, no credit will be awarded.
- Credits will be applied to the participant's account and may be used toward future Youth & Recreation programs and activities.
- Account credits have no cash value and must be used within thirteen (13) months of issuance.

Refunds

- Refunds will be issued only when a program is canceled by the Department.
- No refunds will be issued for participant-requested withdrawals.
- No partial refunds will be issued for missed days, absences, schedule conflicts, illness, vacations, or withdrawals from multi-day programs.
- No refunds or credits will be issued for programs affected by weather when the program continues as scheduled, is modified, relocated, or rescheduled at the Department's discretion.

Registration Errors

- Participants are responsible for registering for the correct program, age group, and session.
- Refunds or credits will not be issued for registration errors made by the participant.

Medical or Emergency Withdrawals

- Medical withdrawals may be considered on a case-by-case basis and may require written documentation.
- Approval of any medical withdrawal request is at the sole discretion of the Department.

Camps and High-Demand Programs

- Once a camp session or program has begun, no refunds, credits, or prorated adjustments will be issued for missed days, illness, vacations, behavioral dismissals, or early withdrawals.

Department-Initiated Changes

- The Department reserves the right to cancel, combine, reschedule, relocate, or modify programs due to low enrollment, staffing shortages, facility issues, weather conditions, or other unforeseen circumstances.
- In such cases, the Department will work with participants to the best of its ability to provide reasonable accommodations or alternatives when possible.

Final Authority

The West Seneca Youth & Recreation Department reserves the right to interpret and apply this policy and to make final decisions regarding credits, refunds, program modifications, and cancellations.