

To Request a Refund

The Channahon Park District understands that schedules change and things come up that prevent participation in programs that have been registered for. It is our intent to refund your money whenever possible. We ask that you understand that in order to maintain the integrity of our programs that the following guidelines have been developed:

1. Patrons requesting a refund are asked to complete a refund request form. Forms are available by [clicking here to download](#) (***please download and save the document before filling it out***) or at the Arrowhead Community Center or the Heritage Crossing Field House. Downloaded forms can be emailed to refunds@channahonpark.org.
2. All refund requests are subject to approval. Filling out the form does not guarantee a refund.
3. All refunds are assessed a \$5 processing fee. The fee is waived if you choose to have the credit put on your account.
4. Please allow two weeks for your refund to be processed.
5. Refund requests must be turned in 3 business days prior to the program/rental start date unless otherwise specified within the program/rental description.
6. Requests for refunds made after the deadline or after class has started will be considered on an individual basis and are subject to approval. Refunds issued after program start date will be prorated accordingly. Participants will be charged for classes that have passed, attended or not, based on the date the refund request form was received.
7. No refunds will be granted after the third class meeting with the exception of a medical reason. Refunds for medical reasons must be requested within 10 days following completion of the program or activity and a doctor's note will be required with the refund request.
8. Refunds will not be issued for the portion of the program fees paid for un-recoverable expenses such as contractual instructor fees, tickets, trips, t-shirts, books, and other expenses after the program registration/refund deadline (if specified) or less than 3 business days prior to the program/rental start date.