

## **Parks & Recreation Department**

### **Refund Policy**

#### **General Policies**

- Refunds must be requested in writing, emailed to [recreation@bernards.org](mailto:recreation@bernards.org) or mailed to Parks & Recreation, 1 Collyer Lane, Basking Ridge, NJ 07920.
- Refund request deadlines vary per program. Refer to the activity description or your transaction receipt for the withdrawal deadline. In all cases, refunds will not be issued if requested on or after the program's start date.
- Bus trips are non-refundable. Once paid, you are responsible for selling your own tickets should you be unable to attend.
- All refunds, regardless of method of payment, will be refunded as a check, are subject to a \$10 processing fee per registration and take 2-4 weeks to process.
- Full refunds are issued if the program or trip is canceled by Parks & Recreation.

#### **Credit Card Disputes When a Refund is not Due**

Disputing a charge on your credit card for a fee paid to Parks & Recreation Department is considered an instance of Returned Funds, where the Township has been in receipt of a payment which has been returned from the bank as unpaid.

- A \$20 service charge on funds returned will apply.
- The enrollee will be responsible to return payment in the form of cash or check for the balance due on their account created by the dispute reversal before they can enroll any member of their household account for any additional memberships or programs.
- The enrollee may be restricted from using a credit card as payment for a specific period of time or indefinitely.

*\*Resolution of the Township of Bernards #2017-0035 – “Authorizing Returned Funds Fee and Certified Funds for Returned Funds” – This is an annual resolution.*