

**Refund Policy Full Refunds**—Registration fees are 100% refundable when programs and events are canceled or adjusted by the Apex Parks, Recreation, and Cultural Resources Department. The Director of Parks, Recreation, and Cultural Resources shall have the authority to make decisions on all requests not specifically covered herein. **Withdrawals/Transfers-** **1. Withdrawal 10 Calendar days or more in advance.** A participant requesting to withdraw from a class must provide a written request at least 10 calendar days in advance of the scheduled start date of the program. The participant will receive the full refund of fees minus a \$5.00 processing fee. **2. Withdrawal less than 10 Calendar days in advance.** A participant requesting a refund in writing, less than 10 calendar days prior to the scheduled start date of the program, will receive a 75% refund of the fees only if the participant can be replaced from the waiting list. If there is not a waiting list for the program or athletic league then no refund will be issued. **3. Withdrawal after First meeting of a program/First regular season game.** A participant requesting to withdraw, on the day of or after the first meeting of any program, or the first regular season game of the affected league, will not be issued a refund. **4. Transfer Request.** A participant requesting to transfer from one class date to another, within the same program and registration period, must do so in writing at least 10 calendar days or more prior to the scheduled start date of the program. **5. Adult Team Withdrawals.** Refunds for adult athletic programs requiring “team” registration will be issued based on policies and procedures covering that particular program and are not subject to #s 1, 2, 3, and 4 above. **6. Youth Sports League Withdrawals.** If there is a tryout for the athletic league, a full refund minus a \$5.00 processing fee will be issued if a written request to withdraw is made prior to the tryout day for the league. If the written request is made after the tryout for the athletic league, a 75% refund will be issued only if the participant can be replaced from the waiting list. **7. Ticketed Events.** All ticket sales are final. Refunds and withdrawals are not permitted. **8. No refunds will be issued when the amount is less than \$6.00.** **Medical and Scholastic Exceptions- A full refund of all fees paid, minus a \$5.00 processing fee, will be made for Athletic and Non-Athletic Programs only if:** **1.** Prior to the first meeting of a program or the first game of the regular season the participant requests a refund in writing *including a written excuse from a licensed medical doctor indicating that the participant should not participate due to medical concerns or physical limitations*. **2.** Prior to the first meeting of a program or the first game of the regular season the participant requests a refund in writing *including written verification that the participant has been included in either a Middle School, High School, or College program that prohibits participation in recreational programs*. Written verification can include a letter from the team coach, an official team roster from the school or other school document indicating the school policy which prohibits the registrant’s participation. **Senior Trips-** **1.** If a refund is requested, in writing, prior to the registration deadline, a full refund minus a \$5.00 processing fee will be made. **2.** If a refund is requested, in writing, after the registration deadline, and 48 hours prior to trip departure, a 75% refund will be issued only if the participant can be replaced from the waiting list. If there is not a waiting list for the program, then no refund will be issued. **3.** If 48 hours prior to the trip departure, a written excuse from a licensed medical doctor is provided, indicating that the participant should not participate due to medical concerns or physical limitations, a partial refund will be issued after deducting expenses incurred by the Town of Apex / Apex Parks, Recreation and Cultural Resources Department- such as prepaid admission fees, tickets, deposits, and a \$5.00 processing fee. **4.** For situations where non-refundable deposits and admission fees must be paid in advance by the Town, no refunds will be given to participants who cancel. **Medical Treatment Policies** **1. Medication** – Program participants with certain medical conditions may require daily treatment to ensure their health and well-being and therefore will need access to medication as required. When requested by a participant, the Town will store all medication in a secured location and make it available to participants in accordance with physician and/or parent/guardian instruction. Participants with severe allergies, such as allergies to bee stings, peanut products, foods, etc., may be at risk of a serious reaction in a Parks and Recreation setting due to contact with or ingestion of the allergen. Contact with these allergens can result in anaphylaxis, a severe allergic reaction with symptoms that may include swelling of the face, lips, and tongue, hives, vomiting, diarrhea, difficulty swallowing, shortness of breath, and difficulty breathing. The Town of Apex is concerned for the health and safety of all participants in any program offered by the Town’s Parks, Recreation and Cultural Resources Department. When a participant has alerted the Town to a medical condition or severe allergy, the following is required: **1.** A signed copy of the Town’s “Authorization for Emergency or Medical Care for Participants with Medical Needs or Severe Allergies” and “Release and Waiver of Liability for Administration of Medication and/or Emergency Treatment of Participants.” **These documents can be found online at [www.apexnc.org/medicalforms](http://www.apexnc.org/medicalforms).** **2.** Parent(s)/guardian(s) shall provide all equipment, medications, and materials necessary for the Town to comply with the guidelines and instructions provided in the Authorization Form. All medication must be properly labeled and current. **2. Emergency** – In the event of an emergency in which the parent(s)/guardian(s) or listed emergency contacts cannot be reached, APR&CR will contact emergency medical personnel and pending their arrival, take those actions that are in the APR&CR’s judgement to be in the best interest of the individual participant. **Sunscreen and Insect Repellent Policy-** Sunscreen and Insect Repellent (lotions and sprays) must be self-applied by the participant. We recommend that the participant apply sunscreen and/or repellent before attending the program. APR&CR Staff are not permitted to administer sunscreen or insect repellent. **Inclement Weather Policy** -I understand that the program may not be available when the Town and its facilities are closed. Please call the *Weather Hotline 919-249-3348* for the most updated information. **Inclusion Services-** Apex Parks, Recreation and Cultural Resources welcomes the participation of individuals of all abilities. In compliance with the ADA, we will provide reasonable modifications to facilitate participation in our programs. Reasonable modifications are resources used to help allow a person with a disability to participate in any program. Resources may include, but are not limited to, auxiliary aids or services, adaptive equipment, additional staff training, and/or additional staff. Any modification that the Department considers cannot fundamentally alter a program. To ensure that reasonable modifications are in place, modification requests should be received at least two weeks prior to the start date of the program. For more information, please contact Inclusion Services at 919-249-3507. **Behavior Management-** As part of organizing, supervising and administering various programs and activities, is expected that those involved will exhibit the appropriate behavior to make the experience as beneficial and enjoyable as possible. Whenever possible, APR&CR prefers to use behavior tools such as praise and positive reinforcement as effective methods of behavior management. We believe that when participants receive positive and understanding interactions, they can develop good self-concept, problem-solving abilities, and self-discipline. Our programs will create an environment that encourages positive choices through understanding participant’s basic needs and explaining program expectations. In the event praise and positive reinforcement do not accomplish the desired outcomes or in the event the behavior is such that more definitive action is needed, APR&CR reserves the right to immediately disallow further participation in the program / activity when APR&CR deems it to be in the best interest of the program and other participants. **Behavior Management Tools:** To encourage and support positive behavior in all programs and activities offered by the Apex Parks, Recreation and Cultural Resources Department, the following techniques will be used: Monitoring of the program environment, Providing participants a positive program environment, When required, redirection of the undesired behavior and encouragement of the participant to change their behavior by providing clear examples of how the behavior needs to change. **Behavior Management Procedure:** **1.** Participant(s) will be given a quiet reprimand/verbal warning with clear instruction as to how behavior needs to change. Staff will document the discussion. **2.** If inappropriate behavior persists, after verbal warning, the parent/guardian will be contacted by the Recreation Program Supervisor/Specialist in charge of the program and a First Written Behavior Incident report will be given to the parent/guardian outlining the incident and the action taken by staff. **3.** If inappropriate behavior persists, a second Behavior Incident Report may be presented to the parent/guardian and/or the Recreation Program Supervisor/Specialist in charge of the program (or their designee in their absence) may contact the parent/guardian and request that the participant be picked up from the program. Depending on the circumstances, the Recreation Program Supervisor may also determine that a suspension from the program is necessary while the behavior incident reports are being reviewed. (No refunds or prorated fees will be given for the day the participant is asked to leave or is suspended). **4.** If a behavior problem persists, a third Behavior Incident Report will be completed and the participant will be asked to leave the program. In such circumstances, the department may deny future registration for this or other programs. (No refunds will be given). **5. For severe offenses, such as but not limited to: fighting/hitting, theft, vandalism, bullying in a program, possession of weapons or drugs, severe verbal threats, sexual misconduct, leaving the program/building without proper dismissal, or any other safety related behavior, the participant will be immediately suspended and/or dismissed from the**

*program and a police report will be filed with the Apex Police Department.*