



RANCHO SANTA FE  
COMMUNITY CENTER

*Grow together.*

## **Rancho Santa Fe Community Center – A safe place for children to be after School**

### **Refund, Credit, Care Policy**

In order to maintain quality programs, proper class ratios and flexibility for our members, please refer to the following policies. Note: Certain special events are not applicable.

**Cancellations:** If you request to cancel your enrollment in a program, 7 or more days prior to the start of the class, you will receive a full refund or credit for the amount of the class. If you request to cancel your enrollment in a program less than 7 days prior to the first day, you will not receive refund or credit unless the spot can be filled by another student.

Individual Camp Program Days – If you request to cancel an enrollment 48 hours or more before the camp day, you will receive a full refund or credit. Cancellations made within 48 hours of the camp day will not receive a refund or credit.

Cancellation requests submitted after the end of the session will not be accepted. Credits are NOT given for missed or sick days and are not guaranteed.

**Transfers:** A request to transfer between classes in the same session needs to be done 7 days prior to the start of that session. All transfers are subject to availability and no transfers are guaranteed.

**Refunds:** If the RSFCC cancels a program, we will give you the option to transfer the funds to another program or receive a refund. No refunds or credits are given for annual memberships.

**Returned Checks:** There is a \$25 fee for all returned checks. You will be notified by mail or email for all check returns.

**Missed/Sick Days or injury induced absences:** Do not receive refunds or credits. We commit to our contractors, with the number of attendees/agreed upon payment, prior to the start of a program.

**Late Pick Up Policy:** Late fees will be charged after 5:00 pm.

- For the first 15 minutes the fee is \$10 per child
- Each additional minute is \$1 per minute