



## Recreation Programs – Course Withdrawal or Transfer Request

Frisco Parks & Recreation

Participant(s):		Parent/Guardian:	
Phone Number:		Email:	

### Course Withdrawal Request

1. Course Code:		2. Course Code:		3. Course Code:	
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### Refund Preference

You may select one of the following refund methods: **Account Credit, Credit Card Refund, or Check Refund.**  
Please see the refund policy for more information about each option.

Please select one option only:

Credit Card Refund ☐  
*Must Be Original Payment Method*

Account Credit ☐

Check Refund ☐

### Course Transfer Request:

Transfer <u>from</u> course(s)				Transfer <u>to</u> course(s)			
1. Course Code:		Price:		1. Course Code:		Price:	
2. Course Code:		Price:		2. Course Code:		Price:	

For transfer request to a higher-priced course, price difference is due at the time of your request. For transfer to a lower-price course, fee difference will be applied as account credit.

Please select the reason for your request:

- ☐ Medical – please attach Doctor’s note.
- ☐ Time, date or schedule conflict.
- ☐ Dissatisfied with structure/content/  
instructor after first class.
- ☐ Other – please explain.

Please explain request:

I have read and understand the Course Withdrawal, Transfer and Refund policies printed on the next page.

Participant (18+) or Parent/Guardian (Under 18) Signature	Date

Form may be submitted in person at the Frisco Athletic Center or by email. For email addresses, see next page.



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### Course Withdrawal & Transfer Policy

#### Withdrawal Request:

- Withdrawal requests will only be considered if received before the course/camp start date, excluding requests for medical reasons, which are subject to the Medical Policy.
- Approved withdrawals will be refunded according to the Refund Policy.

#### Transfer Request:

- Transfer requests will only be considered if received before the course/camp start date, excluding requests for medical reasons, which are subject to the Medical Policy.
- Requested transfer class must have open availability and be in the current Play Frisco magazine.
- If transfer course is not available, and the participant chooses to withdraw from the class, request is subject to Withdrawal Policy above.
- If transfer is to a higher-priced class, the price difference must be paid before transfer can be completed.
- If transfer is to a lower-priced class, the price difference will be applied as account credit.

#### Medical Withdrawal and Transfer Requests:

- Written documentation from a physician's office must accompany the Withdrawal or Transfer Request.
- Request form must be received within 72 hours of the first missed class.
- Refund will be prorated if the withdrawal is submitted on or after the course start date and refund is subject to the Refund Policy.

### Course Refund Policy

- Approved withdrawal participants may select one of following refund methods:
  - **FAC Account Credit** – Refund is placed on the account of the original payer.
  - **Credit Card Refund** – Refund may only be processed if original payment was made online or in-person with credit card to be refunded. Withdrawals submitted after a course/camp has started may be subject to a 20% processing fee.
  - **Check Refund** – Refund may be subject to a 20% processing fee.
- If refund method preference is not selected, withdrawals will be refunded to the original payment method. If original payment method is not possible, refund will be sent to account credit.
- All refund checks will be mailed in approximately four weeks to the address of the primary on the account.
- Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing.
- Under no circumstances will a cash refund be provided.
- FAC account credits are good for one year from the date of issue.
- All account credits and refunds are subject to approval by the Parks & Recreation Department and subject to the applicable proration and processing fees.

### Referred to:

Sports Courses/Camps & Camp Play Frisco	Learn To Swim, Aquatic Fitness & Lifeguarding Courses	Arts, Theater & Dance Courses/Camps	Heritage Courses, Tours & Workshops
<b>Lidia Acuna</b> Programming & Youth Services Coordinator <a href="mailto:lacuna2@friscotexas.gov">lacuna2@friscotexas.gov</a>	<b>Michael Taylor</b> Aquatic Coordinator <a href="mailto:mtaylor@friscotexas.gov">mtaylor@friscotexas.gov</a>	<b>Aliya Imran</b> Rental Coordinator <a href="mailto:aimran@friscotexas.gov">aimran@friscotexas.gov</a>	<b>Brandi Norton</b> Education/Outreach Coordinator <a href="mailto:bnorton@friscotexas.gov">bnorton@friscotexas.gov</a>
	<b>David Seitz</b> Aquatic Supervisor <a href="mailto:dseitz@friscotexas.gov">dseitz@friscotexas.gov</a>	<b>Paige Points</b> Discovery Center Supervisor <a href="mailto:ppoints@friscotexas.gov">ppoints@friscotexas.gov</a>	<b>Rayna Alam</b> Heritage Center Supervisor <a href="mailto:ralam@friscotexas.gov">ralam@friscotexas.gov</a>

### Staff use:

Request received by:				Date Received:		
Request approved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Participant notified?	Email <input type="checkbox"/>	Phone <input type="checkbox"/>	In-Person <input type="checkbox"/>
Xplor updated?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Refund type?			\$
Comments:						

<b>Supervisor Signature</b>	<b>Date</b>