



Program Refund Policy

1. If your course is cancelled by Worthington Parks and Recreation, you will be notified by a phone call informing you that your money was automatically put to your Community Center account. You may receive a check upon request.
2. If you decide to request a refund for a course, you will need to fill out a Request Form located at the Worthington Community Center's customer service desk.
3. If you request a refund one week prior to the course start date, you will receive a full refund with the exception of an \$8 processing fee. Choosing to put the money on your account will eliminate the processing fee.
4. Missing any portion of a course or event due to vacation, schedule conflict, or other non-emergency situation does not justify receiving a refund or proration.
5. Convenience fees applied to online registrations are paid to the company hosting our site and are non-refundable.
6. Refunds for hardship cases or serious medical conditions may be requested with a letter submitted to the Director accompanied by proof of hardship.
7. Please allow four weeks for refunds to be processed.