

PROGRAM POLICY

Registration Process

In order to register, we require all payments at the time of registration.

We accept payments in the form of Check, Cash or Credit Card.

We provide the following registration procedures for you:

By Mail – Once payment is received and processed, you will be enrolled in the program

In-Person – At the Moon Park Office during business hours

Online – You are required to set-up an account and a service fee will apply

Over-the-Phone – Payment will be accepted by Credit Card only. A service fee will apply

Once your payment is processed, a receipt will be available by Email. In an effort to reduce paper, we will no longer print or mail receipts.

Prorated Fees

Prorated fees are eligible based on the following:

The program is currently in progress.

Less than 50% of the session has occurred

Make-Up/Cancellation Process/Refunds

During the year, there may be instances when we are unable to offer programs at their original times and dates.

Any make-up dates, credits or refunds will be determined at the END of each program session.

We will attempt to offer a make-up. If offered, monetary and/or credits will not be offered.

If we cannot offer a make-up, a credit will be made to your account.

If multiple classes are cancelled, a monetary refund will be provided. All refunds may take up to 30 days.

If a participant chooses not attend a class during a session, for any reason, participant waives any right to make-up, credit or refunds.

Full Session refunds will only be issued if the program is cancelled by the department or if the participant cancels one week prior to the session. Cancellation fees may apply in certain situations.

Notification Process

In order to best serve our participants, we provide the following notifications for cancellation and/or changes:

Available on our website at www.moonparks.org – Home Page under Daily News Update

Available on our Phone Event Line at 412-262-1703 ext.10

Available on MCA-TV Bulletin Board

An email will be sent to all participants that provide their email address at the time of registration.

Available on our facebook page at <http://www.facebook.com/pages/Moon-Parks-Recreation/130871626954185>

Phone calls will not be made.