

Program Registration/Notification/Prorated Fees Policy

Registration Process

In order to register, all payments are required at the time of registration.

MPR accepts payments in the form of Check, Cash or Credit Card.

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.

Over-the-Phone – Payment will be accepted by Credit Card only.

Once payment is processed, a receipt will be sent by Email.

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.

MPR will attempt to offer a make-up.

If MPR cannot offer a make-up, the participant will receive a credit.

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.

Notification Process

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

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

Notification via email sent to all participants with email address provided.

Notification on MPR Facebook page at <http://www.facebook.com/pages/Moon-Parks-Recreation/130871626954185>

Phone calls will not be made after business hours.