

## Program Registration and Payment Policies

### Program Registration Policy

- All programs require advanced registration unless otherwise stated.
- Registration fees are due at time of registration. Registrations will not be accepted without payment of the registration fees.
- Any patrons with outstanding balances will be not allowed to register for other programs until the balance is paid in full.

### Refunds

- Cancellation requests must be made by a patron seven or more days before the program start date to receive a full refund.
- Registration canceled by a patron six days or less, or after a program has started, will not be issued a full refund. A partial refund may be available for some programs.
- Processing/convenience fees for credit card payments will not be refunded.
- Refunds may take up to two weeks to process.

### Credit Card Processing Policy

- All major credit cards are accepted.
- Credit card transactions are subject to a processing fee established by and paid to the credit card processing company. Credit card processing fees are non-refundable.
- Refunds for credit card payments may take up to two weeks to process.