



## Refund, Cancellation and Transfer Policy

### Recreation Classes, Camps and Swim Lessons

A full refund or credit will be issued for all classes or camps cancelled by the City of La Mesa and/or the independent contract instructor.

Customers are entitled to change to a new program if their program is cancelled. Please contact Community Services at 619.667.1300 for changes due to cancelled programs.

Up to one week prior to first day of class/camp:

Customer may request a change, transfer or refund no later than one week prior to start date. A \$10 processing fee (per person, per enrollment) will be deducted.

Less than one week prior to class/camp:

Requests for changes, refund or credits may be granted if the slot can be filled by another customer on a waiting list. If the slot can be filled, the request will be prorated and a processing fee of \$10 will be deducted. The prorated amount may include fees for supplies and field trips, if applicable.

Credit on account will be valid for one year from the date of issue and may be applied to another recreation program, facility rental or park permit. If the credit is not used after one year, the funds will be forfeited and the customer's account will be cleared. Once a credit has been issued, it cannot be exchanged for a refund.

Program fees will not be prorated prior to the start of the program.

Except as otherwise provided in this policy, if a registrant fails to attend a program after it begins, the registrant is not entitled to a refund. Exceptions may be authorized by the Recreation Supervisor. A doctor's note or written request describing the extenuating circumstances must be submitted to the Community Services Department.

There are NO CASH REFUNDS. All check refunds will be mailed approximately 2-3 weeks after a request has been received.

Requests must be submitted via email at [recreation@cityoflamesa.us](mailto:recreation@cityoflamesa.us) or in person during regular business hours.

Classes/Camps 619.667.1300  
[www.cityoflamesa.us/classes](http://www.cityoflamesa.us/classes)  
Email: [recreation@cityoflamesa.us](mailto:recreation@cityoflamesa.us)

Aquatics 619.667.1494  
[www.cityoflamesa.us/swim](http://www.cityoflamesa.us/swim)  
Email: [recreation@cityoflamesa.us](mailto:recreation@cityoflamesa.us)

Facility Rentals 619.667.1300  
[www.cityoflamesa.us/facilities](http://www.cityoflamesa.us/facilities)  
Email: [recreation@cityoflamesa.us](mailto:recreation@cityoflamesa.us)

Park Permits 619.667.1300  
[www.cityoflamesa.us/parkpermits](http://www.cityoflamesa.us/parkpermits)  
Email: [recreation@cityoflamesa.us](mailto:recreation@cityoflamesa.us)