



**SPRINGFIELD TOWNSHIP, MONTGOMERY COUNTY
REGISTRATION FAQ
WHAT YOU NEED TO KNOW BEFORE YOU REGISTER**

COVID-19 FAQ:

- Q.** The participant could not attend the program due to COVID-19 related exposure or illness. Will they receive a refund or credit for missed days?
- A.** No. The Parks and Recreation Department cannot issue refunds for missed programming due to COVID-19 exposure or potential COVID-19 exposure.

General FAQ:

- Q.** If the program is canceled, will the participant be entitled to a refund?
- A.** Yes! If the Parks and Recreation Department cancels a program, the following Program Cancellation Policy will be followed:

Springfield Township Parks and Recreation reserves the right to cancel any program, trip or activity due to insufficient registration. A full refund will be issued to the participant.

- Q.** The participant can no longer attend the program, what is the refund policy?
- A.** The Withdraw and Refund Policy is as follows:

Any participant may withdraw from a Springfield Township Parks & Recreation activity, and be entitled to a refund, if such withdrawal and refund request is provided to the Parks & Recreation Department no less than three (3) weeks prior to the start of any program. An administrative fee of \$15.00 (per program per child) will be withheld from all processed registrations. Many classes & camps depend on the number of participants and your registration may ensure that the programs will run. NO adjustments or refunds will be made within three (3) weeks of the start of the class or for missed classes/sessions. Once a program begins, no refunds will be issued.

- Q.** The participant can no longer attend the Bus Trip, what is the refund policy?
- A.** The Bus Trip Policy is as follows:

Refunds are available for withdrawal requests no less than three (3) weeks prior to the date of the trip. A processing fee of \$15.00 (per program per person) will be withheld from each processed withdrawal. If the request occurs within three (3) weeks of the date of the trip, no refund will be given. Broadway or Sporting Event Bus Trips: Refunds are not possible for bus trips to ticketed events.

Q. If I sign up late and miss program time, will I received a lower rate?

A. The Pro-Rate and Late Registration Fee Policy is as follows:

Programs will not be pro-rated for those who register late or miss program sessions. A late fee shall be applied to any registration taken after set late fee dates. Once a registration deadline has occurred, no registrations will be accepted.

Q. I signed up for the wrong program. Can I move to another program instead?

A. Yes – as long as the roster space permits! The Program Transfer Policy is as follows:

Participants are entitled to transfer from one program to another program of the same fee prior to the start of the program. Program transfers will be honored upon email and phone call request only.

Q. If the program is canceled due to inclement weather, will I received a refund?

A. No. The Weather Cancellations Policy is as follows:

Inclement weather may prompt cancellation. Springfield Township Parks and Recreation will send emails regarding weather updates on the day of the scheduled program. Sessions may be at another date, schedule permitting.

For those registering for an outdoor or athletic program such as tennis, golf, soccer, basketball, etc.; please be aware, Springfield Township Parks and Recreation does not guarantee rain out dates. In the event that an activity is rained out, the registration fee will not be refunded.

Q. The participant could not attend the program. Is a refund or credit available?

A. No. Refunds nor credits are given for any missed days.

Q. I did not like the program/instructor. Can I have a refund or credit?

A. No. Refunds nor credits are given for disliking the program or instructor.

Q. The room was too hot or too cold. Can I have a refund or credit?

A. No. The Township does not offer a satisfaction guaranteed room temperature. The buildings are subject to maintenance repairs on occasion. Recreation Center A does not have air conditioning. The Township aims to offer the most comfortable program temperature, however, this is not a guarantee and will not warrant a refund or credit.

Q. The participant could not attend the program due to severe illness outside of COVID-19 or physical obstacle. Will I receive a refund or credit for missed days?

A. Please contact the Parks and Recreation Department directly at 215-836-7600.

Q. Can I stay with them during the program?

A. For education based programs, parents are not permitted to stay during programs. For sport based programs, parents are permitted to stay unless otherwise noted by the Parks and Recreation Department.