

**Mid-Sun Community Association (MSCA)
Recreation and Creative Arts Programs
Refund and Credit Policies**

PROGRAM CANCELLATION POLICY

MSCA programs are subject to being cancelled if registration does not meet minimum participant requirements up to 4 days prior to the start date. Every effort will be made to transfer affected registrants to a suitable alternate program. If a class is cancelled, a credit will be applied to your MSCA ActiveNet account**, or a refund will be processed on request.

MISSED CLASSES

If a participant is unable to attend a class, no make-up class(es), refund, or credit, will be offered. In the event that MSCA has to cancel a single class, a credit will be applied to your MSCA ActiveNet account**, but no refund will be permitted.

PROGRAM WITHDRAWAL

Six (6) days or more prior to a program start date: Withdrawal requests will be processed less a \$10.00 administration fee per activity with the remaining program fee applied as a credit to your MSCA ActiveNet account**. Refunds will be processed on request.

Less than six (6) days, or after a program start date: Withdrawal requests are to be submitted to and approved by the Recreation Programmer. Approved withdrawals will be processed less a \$10.00 administration fee per activity. The remaining program fee will be applied as a credit to your MSCA ActiveNet account**. No refunds will be permitted.

Medical Withdrawal: A doctor's note must be provided to receive a refund, less a \$10.00 administration fee.

WORKSHOP WITHDRAWAL

Withdrawal requests are to be submitted to and approved by the Recreation Programmer. Approved withdrawals will be processed less a \$10.00 administration fee per activity. The remaining program fee will be applied as a credit to your MSCA ActiveNet account**. No refunds will be permitted.

DROP-IN PROGRAM WITHDRAWAL

No credits or refunds will be permitted for the following:

- walking club
- pickleball drop-in
- one-time trial class drop-in

**All refund and credit policies are subject to change.
Refunds may take up to 30 days to process.**

** Credit on account can be used towards any service at MSCA, but cannot be requested for refund after (30) days of issuing the credit. All credit on accounts will expire June 30, 2022, 11:59pm. No reminders or alerts will be sent to customers with credit on their account.