

Cancellation Refund Policy & Guidelines

EFFECTIVE 12/1/2023

Program/Activity

Program/Activity Type	Submission Deadline	Cancellation Fee (amount withheld from refund)
Day Camps & Specialty Camps	5 or more business days prior to start date	\$20/week/participant
	Less than 5 business days prior to start date	\$50/week/participant
	City cancelled camps	No Fee (transaction and non-resident fees eligible for refund)
Instructional classes	5 or more business days prior to start date	\$5/class/participant
	Less than 5 business days prior to start date	\$20/class/participant
	After attending 1 class	No Fee
	After attending more than 1 class	Prorated based on # of classes attended and # of classes in the session
	City cancelled class	No fee (transaction and non-resident fees eligible for refund)
Senior 55+ Programs and Trips	All fee-based programs and trips	Fees may be waived at department discretion, based on impact
Teen Center Membership	Within 30 business days of purchase	\$5
	No refund if past 30 business days of purchase	
Teen Center Bus Transportation	Prior to first school day of week	\$5

If you are unsatisfied with your program or activity, you may apply for a transfer or refund by submitting a written request within the same session by contacting Community Services at csdfrontdesk@cityofsanteeca.gov or (619) 258-4100 ext. 222.

- There is no fee for any program or activity cancelled by the Community Services Department.
- All online transaction fees and non-resident fees are non-refundable (exceptions apply, see below).
- Exceptions may be considered at the discretion of the department.

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Indoor Facility Rentals

Rental Type	Submission Deadline	Cancellation Fee (amount withheld from refund)
Civic Center Rooms 7, 8A and 8P Facility Rentals Full payment due in full 20 business days prior to event	\$300 damage/cleaning deposit required at time of booking - only charged if damages needing repair or cleaning are incurred during rental time. Credit card or check accepted. Any issues will be reported to permit holder within 5 business days after rental date	
	\$50 non-refundable reservation deposit - applied to cost of rental	
	Less than 15 business days prior to rental date	50% of total rental cost
	Less than 10 business days prior to rental date	No refund
	Insurance may be eligible for refund regardless of time of cancellation	

Sport Field / Court and Outdoor Rentals

Rental Type	Submission Deadline	Cancellation Fee (amount withheld from refund)
Standard Field/Court Rentals Full payment due 20 business days prior to event	15 or more business days prior to rental date	\$20
	Less than 15 business days prior to rental date	50% of total rental cost
	After scheduled permit date	No refund

Outdoor Special Event Rentals / Tournament Rentals Full payment due in full 20 business days prior to event	\$50 nonrefundable deposit - applied to cost of rental	
	Cancellation 15 - 19 business days prior to rental date	50% of total rental cost
	Less than 15 business days prior to rental date	No refund
	Janitorial fees may be eligible for refund regardless of time of cancellation	

Picnic Shelter Rentals/Additional Outdoor Activity Rental Space	Reservation in effect rain or shine	
	5 or more business days prior to rental date	\$5
	Less than 5 business days prior to rental date	No refund

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Exceptions may be considered at the discretion of the department.**