



# Recreation Programs – Course Withdrawal or Transfer Request

Frisco Parks & Recreation

<b>Participant(s):</b>		<b>Parent/Guardian:</b>	
<b>Phone Number:</b>		<b>Email:</b>	

## Course Withdrawal Request

1. Course Code:		2. Course Code:		3. Course Code:	
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## Refund Preference

You may select one of the following refund methods: **Account Credit, Credit Card Refund, or Check Refund.** Please see the refund policy for more information about each option.

Please select one option only:

Credit Card Refund   
*Must Be Original Payment Method*

Account Credit

Check Refund

## Course Transfer Request:

Transfer <u>from</u> course(s)				Transfer <u>to</u> course(s)			
1. Course Code:		Price:		1. Course Code:		Price:	
2. Course Code:		Price:		2. Course Code:		Price:	

For transfer request to a higher-priced course, price difference is due at the time of your request. For transfer to a lower-price course, fee difference will be applied as account credit.

Please select the reason for your request:

- Medical – please attach Doctor’s note.
- Time, date or schedule conflict.
- Dissatisfied with structure/content/ instructor after first class.
- Other – please explain.

Please explain request:
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I have read and understand the Course Withdrawal, Transfer and Refund policies printed on the next page.

<b>Participant (18+) or Parent/Guardian (Under 18) Signature</b>	<b>Date</b>

Form may be submitted in person at the Frisco Athletic Center or by email. For email addresses, see next page.



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Course Withdrawal & Transfer Policy	Course Refund Policy
<p><b>Withdrawal Request:</b></p> <ul style="list-style-type: none"> <li>Withdrawal requests will only be considered if received before the course/camp start date, excluding requests for medical reasons, which are subject to the Medical Policy.</li> <li>Approved withdrawals will be refunded according to the Refund Policy.</li> </ul> <p><b>Transfer Request:</b></p> <ul style="list-style-type: none"> <li>Transfer requests will only be considered if received before the course/camp start date, excluding requests for medical reasons, which are subject to the Medical Policy.</li> <li>Requested transfer class must have open availability and be in the current Play Frisco magazine.</li> <li>If transfer course is not available, and the participant chooses to withdraw from the class, request is subject to Withdrawal Policy above.</li> <li>If transfer is to a higher-priced class, the price difference must be paid before transfer can be completed.</li> <li>If transfer is to a lower-priced class, the price difference will be applied as account credit.</li> </ul> <p><b>Medical Withdrawal and Transfer Requests:</b></p> <ul style="list-style-type: none"> <li>Written documentation from a physician’s office must accompany the Withdrawal or Transfer Request.</li> <li>Request form must be received within 72 hours of the first missed class.</li> <li>Refund will be prorated if the withdrawal is submitted on or after the course start date and refund is subject to the Refund Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Approved withdrawal participants may select one of following refund methods:           <ul style="list-style-type: none"> <li><b>FAC Account Credit</b> – Refund is placed on the account of the original payer.</li> <li><b>Credit Card Refund</b> – Refund may only be processed if original payment was made online or in-person with credit card to be refunded. Withdrawals submitted after a course/camp has started may be subject to a 20% processing fee.</li> <li><b>Check Refund</b> – Refund may be subject to a 20% processing fee.</li> </ul> </li> <li>If refund method preference is not selected, withdrawals will be refunded to the original payment method. If original payment method is not possible, refund will be sent to account credit.</li> <li>All refund checks will be mailed in approximately four weeks to the address of the primary on the account.</li> <li>Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing.</li> <li>Under no circumstances will a cash refund be provided.</li> <li>FAC account credits are good for one year from the date of issue.</li> <li>All account credits and refunds are subject to approval by the Parks &amp; Recreation Department and subject to the applicable proration and processing fees.</li> </ul>

**Referred to:**

Sports Courses/Camps & Camp Play Frisco	Learn To Swim, Aquatic Fitness & Lifeguarding Courses	Arts, Theater & Dance Courses/Camps	Heritage Courses, Tours & Workshops
<p><b>Thomas Ward</b> Programming &amp; Youth Services Supervisor <a href="mailto:tward1@friscotexas.gov">tward1@friscotexas.gov</a></p>	<p><b>Michael Taylor</b> Aquatic Coordinator <a href="mailto:mtaylor@friscotexas.gov">mtaylor@friscotexas.gov</a></p>	<p><b>Aliya Imran</b> Rental Coordinator <a href="mailto:aimran@friscotexas.gov">aimran@friscotexas.gov</a></p>	<p><b>Brandi Norton</b> Education/Outreach Coordinator <a href="mailto:bnorton@friscotexas.gov">bnorton@friscotexas.gov</a></p>
<p><b>Lidia Acuna</b> Programming &amp; Youth Services Coordinator <a href="mailto:lacuna2@friscotexas.gov">lacuna2@friscotexas.gov</a></p>	<p><b>David Seitz</b> Aquatic Supervisor <a href="mailto:dseitz@friscotexas.gov">dseitz@friscotexas.gov</a></p>	<p><b>Paige Points</b> Discovery Center Supervisor <a href="mailto:ppoints@friscotexas.gov">ppoints@friscotexas.gov</a></p>	<p><b>Rayna Alam</b> Heritage Center Supervisor <a href="mailto:ralam@friscotexas.gov">ralam@friscotexas.gov</a></p>

**Staff use:**

Request received by:				Date Received:		
Request approved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Participant notified?	Email <input type="checkbox"/>	Phone <input type="checkbox"/>	In-Person <input type="checkbox"/>
Xplor updated?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Refund type?			\$
Comments:						

<b>Supervisor Signature</b>	<b>Date</b>