



## Recreation Programs

### Course Registration Policies & Procedures

#### Registration Procedures

Participants may register in person at the Frisco Athletic Center or online at [PlayFrisco.org](http://PlayFrisco.org). In accordance with City policy, no payments or refunds may be performed over the phone. For instructions regarding online account creation and course registration, please click [here](#).

#### Waitlists

Due to instructor-to-participant ratios and facility capacity, each class has a maximum number of spots available. Once the class maximum has been reached, subsequent registrants may have the option to be placed on a waitlist.

Program openings are filled from the waitlist on a first-come, first-served basis. Frisco Athletic Center staff will contact waitlisted participants if/when vacancies arise. Please ensure the main account contact phone number and email address on file are correct.

Waitlisted participants awarded a reserved spot must register and pay in person at the Frisco Athletic Center within 24 hours of the initial contact. After 24 hours, the hold is forfeited and the next person on the waitlist will be notified.

Due to monthly enrollment, Learn to Swim courses may not offer waitlists. In the event of a vacancy, the spot will be available to registrants online and in person on a first-come, first-served basis.

#### Sibling Policy

The structure of parent/child classes is designed for direct interaction between one parent and one child. Additional siblings/children are not permitted in the classroom, nor are they allowed to be left unattended anywhere in the Frisco Athletic Center.

#### Quality Assurance

If a participant is not satisfied with the quality of the program after attending the first meeting, he or she is invited to contact the programming team immediately. Recreation Services staff will work with the registrant on his or her available options, including transfers or prorated withdrawals.

There are no refunds for non-attendance, one-day classes, material/supply fees, or third-party registration fees.

### **Course Withdrawal & Transfer Policy**

#### **Withdrawal Request**

- Withdrawal requests will only be considered if received at least 10 days before course start date, except for Medical Requests, which are subject to the Medical Policy.
- Approved withdrawals will be refunded according to the Refund Policy.
- Convenience charges paid online will not be reimbursed.

#### **Transfer Request**

- Transfer requests will only be considered if received at least 10 days before course start date, except for Medical Requests, which are subject to the Medical Policy.
- Requested transfer class must have open availability and be in the current Play Frisco magazine.
- If transfer course is not available, and the participant chooses to withdraw from the class, request is subject to Withdrawal Policy above.
- If transfer is to a higher-priced class, the price difference must be paid before transfer can be completed.
- If transfer is to a lower-priced class, the price difference will be applied as account credit.

#### **Medical Withdrawal and Transfer Requests**

- Written documentation from a physician's office must accompany the Withdrawal or Transfer Request.
- Request form must be received within 72 hours of the first missed class.
- Refund will be prorated if the withdrawal is on or after the course start date and refund is subject to the Refund Policy.
- Convenience charges paid online will not be reimbursed.

#### **Course Refund Policy**

- Approved withdrawal participants may select one of following refund methods:
  - **FAC account credit** – refund will not be assessed a fee, but account credit may not be refunded to cash, credit, check, or any other payment method.
  - **Check refund** – refund will be assessed a 20% processing fee.
- If refund method preference is not selected, withdrawals will be refunded to account credit.
- All refund checks will be mailed in approximately four weeks.
- Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing.
- At this time, credit card refunds for course withdrawals are not available.
- Under no circumstances will a cash refund be provided.
- FAC account credits are good for one year from the date of issue.
- All account credits and refunds are subject to approval by the Parks & Recreation Department and subject to the applicable proration and processing fees.