

Refund Policy

Course withdrawals

Refunds will **not** be issued **3 calendar days or less** before the start of the class/camp. No refunds will be issued once classes/camps have begun.

Withdrawals requested **7 calendar days or less** prior to the first class meeting will incur a 10% processing fee.

Withdrawals must be requested at least **8 calendar days** prior to the start of the class/camp for a full refund.

1 day Classes/Events Refunds will **not** be issued **7 calendar days or less** before a 1 day event/class.

Aquatics Policy

Requests for course withdrawals from aquatics classes must be submitted at least 14 calendar days prior to the start of the first class meeting. **No refunds** will be issued for aquatics classes if the request is made less than 14 days prior to the first class meeting.

Transfers will not be allowed once class has begun.

Course Cancellations Refunds will be issued if a course is cancelled by Recreation and Community Services

Courses not reaching their minimum enrollment will be cancelled.

Refunds by Check Refunds by check take up to six weeks to process.

Refunds by Credit Card If you paid by credit card, your refund will be applied to your credit card.

Refund Request

Requests must be submitted in writing:

Include:

Participant's name, address, phone number

Name and activity number of the class

Fax your request to 408-777-1305, email request to refunds@cupertino.org, or mail it to:

Registration Refund
10185 N Stelling Road
Cupertino, CA 95014

Separate Policies Separate policies apply to Aquatics, Fitness Passes, Playgrounds, Preschool, and Private Music Lessons.

Please inquire before registering for these activities, lessons, and passes.