



City of Los Altos Parks & Recreation Refund/Transfer Request Form

Name of Person Requesting Refund/Transfer: _____

Select One: *(Parent/Guardian signature required if participant is under 18 years)*

Participant

Parent

Guardian

Address: _____ **Phone:** _____

Signature: _____ **Date:** _____

Reason for Requesting Refund/Credit/Transfer:

Schedule Conflict

Dissatisfied with Class*

Medical Reason (Doctor's Note Required)

Other: _____

*If you were dissatisfied with a class or an instructor, we would appreciate if you would complete the comment section below. We strive to continuously monitor our programs to ensure we are offering high-quality programs for our community.

Comments: _____

Refunds: (see Policy listed on second page)

Participant Name	Activity Name
1) _____	_____
2) _____	_____

Refund Options:

Check (2 – 4 week turnaround time)

Account Credit for future payment(s)

Transfers: (see Policy listed on second page)

	Participant Name	Activity Name	Start Date
Transfer from:	_____	_____	_____
Transfer to:	_____	_____	_____
Transfer from:	_____	_____	_____
Transfer to:	_____	_____	_____

OFFICE USE ONLY

Issue As: Refund Transfer Amount Refunded/Credited: \$ _____

Receipt #: _____ Processed by: _____ Date: _____



City of Los Altos Parks & Recreation Refund/Transfer Request Policy

REFUNDS AND TRANSFERS

Refund and transfer requests must be submitted in writing up to the day prior to the second session of class. Requests can be submitted via this form in the following ways:

- Email: rec-info@losaltosca.gov
- Mail: 97 Hillview Avenue, Los Altos, CA 94022
- In-Person: Los Altos Community Center, 97 Hillview Avenue, Los Altos, CA 94022
- Fax: (650) 947-2738

No refunds or transfers will be given after the day prior to the second session of class.

REFUNDS

Refunds will be charged a \$20 administrative fee.

TRANSFERS

Transferring from one class to another is permitted without an administrative fee as long as the Parks & Recreation department is notified (via this form) up to the day prior to the second session of class.

ACCOUNT CREDIT

Account credit can be applied (from refunds/transfer balances) to your Los Altos CivicRec account to be used for future classes, programs, or rentals.