

REFUND POLICY FOR CLOVIS SENIOR ACTIVITY CENTER

Policies Related to Classes Offered at the Clovis Senior Activity Center

For those classes held through Clovis Senior Activity Center, the following relates to refunds for classes:

- A “session” is defined as a one calendar month period for dance classes or an 8-week period (according to the designated calendar of sessions) for all art and ceramics classes.
- Registration fees are fully refundable prior to the start of the first class for each session. A receipt or cancelled check is required for any and all refunds.
- After the second class, there are no refunds for any reason. The registration fees are also not transferrable to another student.
- Proration for any class is not available except in cases of unavoidable emergencies.
- Pool Room fees are a flat \$10 per month whether the user visits regularly or infrequently. No refunds for pool room fees.
- Activity cards are not refundable or transferable. However, they may be donated back to the senior center and then used to allow a financially disadvantaged senior the opportunity to attend a class.
- If the senior’s circumstances fall outside of these guidelines and the senior feels that they should receive a refund, the senior must submit a signed appeal letter, along with payment verification, to the senior center manager for review. The senior will receive a determination notice from the senior center manager within 14 calendar days.

Refund Policy for Trips and Tours

- A full refund will be provided to participants who cancel 14 or more days prior to the trip. Those cancelling within 13 days of the trip will not receive a cash refund.
- If you are unable to attend the trip within the 14-day prior window, you are responsible for finding another senior to take your place. In the event you have another senior take your place, the substitute will reimburse you for the cost of the trip. The senior center will not refund you the funds. Please let the senior center know the name of the person taking your place so a name badge can be created. The substitute must have a completed Confidential Blue Form and Waiver of Liability on file or complete and submit one at least two business days prior to the trip departure.
- If you do not find a replacement and do not show up for the trip, the trip fee is forfeited.
- Trips cancelled by the senior center or the transportation service will be given full refunds.

Trip Activity Levels/ Special Needs:

- Trips may include extended periods of walking and/or standing and stairs, or multiple times off and on the bus. Individuals with accessibility concerns, special needs, or questions call the Clovis Senior Activity Center, (559) 324-2756. Most buses have limited space for wheelchair securement and per the American’s with Disabilities Act, the spaces for wheelchairs are on a first come, first reserved basis. Please inform staff when you make your reservation if you have any accessibility concerns.

Policies Related to Bus Passes, Taxi Scrip and other Third Party Items

The Clovis Senior Activity Center sells Clovis Transit bus passes and Fresno County Measure C Taxi Scrip for your convenience. Neither of these items is refundable or transferable per the agencies' policies. Any questions regarding the refund policies should be directed toward the agencies themselves.

Items sold at bake sales, rummage sales, car shows, in the gift shop display, or other similar venues are sold AS IS with no refunds or exchanges.