

SOLVANG Parks & Rec

411 Second St • Solvang, Ca 93463 • PH (805) 688-7529 • FAX (805) 693-0339

PROGRAM REGISTRATION INFORMATION AND REFUND/CANCELLATION POLICY

REGISTRATION and PAYMENT INFORMATION

1. Participant(s) may register for program(s) via mail, by phone, or in person at:
Solvang Parks and Recreation
411 Second Street
Solvang, CA 93463
805-688-7529
2. Payment is due upon registration unless otherwise specified. Registrations submitted via mail must include application, waiver, and full payment. Payment by phone is available for credit card only. Instructors may not accept registration payments on-site.
3. For adult sports, full payment is due by last day of open registration.
4. Pre-registration is strongly encouraged to avoid programs being cancelled due to a lack of enrollment.
5. Registration/waiver forms are required for all programs, prior to participation.
Registration/waiver forms are available at the City of Solvang website:
www.cityofsolvang.com.

REFUND AND CANCELLATION POLICY

Refunds for Programs (excluding ticketed events)

1. All refunds will be subject to a 10% administrative charge based on the program fee, not to exceed \$10.00.
2. If participant cancellation is greater than ten (10) working days prior to the event, a refund of 100% is available, less the administrative charge.
3. If participation cancellation is between two (2) and ten (10) working days prior to the event, a refund of 50% is available, less the administrative charge.
4. If participant cancellation is less than 48 hours before commencement of the program, no refund is available.
5. Program fees cannot be prorated.
6. Refunds will only be made payable to initial payee for the program/event.
7. Please allow 21 working days for refunds to be processed.

Refunds for Ticketed Events (Day Tours, Museums, etc)

1. No refund is available for a ticketed event program.

Cancellation of Classes or Events

1. If a class or event is cancelled by the Parks & Recreation Department, a full refund will be given. Please allow 21 working days for refunds to be processed.