



## **Cancellation & Refund Procedure**

The Township suffers a financial loss when seniors do not pay for activities. In addition, when a person fails to show up for an activity, someone on a wait list misses an opportunity to take part in a desired program. This has been an ongoing problem; we can no longer afford this inefficiency. As a result, we are now forced to strictly adhere to our procedure for receipt of donations.

As has been the procedure, persons who have registered, but not paid 10 days prior to the program, will receive a phone call reminding them of their program registration and payment due date. From the time a message is left or a call received, a senior has 5 days to mail or bring in the donation. A check can be sent for Bingo only in this case. If the donation has not been received within the 5 day timeframe, the participant's name will be removed from the registration list.

Refunds will not be issued unless the space can be filled by a person on the wait list. If the program has no wait list, there will be no refund. The only exception to our refund procedure would be in the event of a hospitalization.

A cash refund will be given for qualified refunds under \$25.00. A check will be issued for qualified refunds over \$25.00 and will be mailed to your address on record. IF you qualify for a refund, you have the option to apply your refund amount to your account to use for future programs OR receive either cash or check refund as described above.

Senior Services has adopted a sliding scale method for programs held in the Senior Center to address participants who are experiencing financial hardship. This sliding scale does not apply to Bingo or events outside the senior center. The Program Manager can submit to the Senior Committee a request to subsidize the cost of an off-site party for individuals due to hardship.