

City of Spokane Valley Parks and Recreation

Cancellation and Refund Policy for Recreation Programs:

- For all cancellations by the City of Spokane Valley (“City”) of City programs, participants who have submitted payment will receive a 100% refund via a mailed refund check.
 - Staff will do their best to transfer participants to another program if the option is available.
- For cancellations made by participants, notice of the cancellation must be received by the City at least 7 days before the program start date. *Cancellations must be received in writing to parksandrec@spokanevalleywa.gov and/or by phone at 509-720-5200.*
 - If notification of program cancellation is received **7 or more days** prior to the program start date and the participant has submitted payment, then a full refund of the amount paid shall be given via a mailed refund check.
 - If notification of program cancellation is received **less than 7 days** prior to the program start date and the participant has submitted payment, then a 50% refund of the amount paid shall be given via a mailed refund check.
 - If the program spot can be filled by another participant before the program start date, a full refund will be given via a mailed refund check.
 - If notification of program cancellation is received after the program has begun, no refund shall be given.

Cancellation Communication

- For cancellations made by City, participants will be notified by email and/or phone. Please make sure that your current contact information is up to date when registering for a program.
- For a participant to cancel their participation, the participant must email a notice of cancellation to parksandrec@spokanevalleywa.gov and/or call and speak with a parks and recreation staff member.