
Policy: Refunds

Adopted by Board of Park Commissioners: October 2022 Revised: July 2024

Bristol Parks, Recreation, Youth and Community Services provides account credits or refunds in line with the below policy. Account credits may be used towards any future Parks, Recreation, Youth and Community Services Department program or reservation. Account credits can be refunded upon request. Credit card refunds can be provided for transactions within 90 days of original purchase, assuming the credit card is still active. Refunds for non-credit card purchases, transactions longer than 90 days, or with inactive cards will be provided via check and take 2-3 weeks to process.

Program Refunds:

1. If insufficient enrollment causes a class to be cancelled, notification will be given and full tuition refunded or credited for future use. The Bristol Parks, Recreation, Youth and Community Services Department reserves the right to cancel, postpone, combine classes, or change instructors.
2. Persons canceling out of a program prior to the start date will receive a credit or refund in the full amount of the program cost. No credit or refund will be issued after the start date of the program (unless the participant is medically unable to attend).
3. A person canceling out of Summer Fun, Little Explorers, Teen Adventure Camp, or Splash, prior to the start date will receive a credit or refund for half of the amount of the program cost.
4. Should a participant be medically unable to attend a program after it has begun, a prorated refund or credit will be provided upon receipt of a doctor's note.

Reservation Refunds:

1. If inclement weather results in Bristol Parks, Recreation, Youth and Community Services cancelling a reservation, a refund or credit will be provided for that reservation date.
2. Persons cancelling a reservation prior to the date of the reservation will receive a credit or refund in the full amount of the reservation cost.
3. Persons cancelling a pavilion rental, due to inclement weather, up to one week following the date of reservation, will be provided an account credit for future use.