

## Return Checks:

Return Checks will be assessed a \$30.00 fee and all fees and balances must be paid with cash or money order and individuals will not be able to pay by check and will not be able to sign up for any other programs without the approval from the Parks and Recreation Director.

## Account Refund/Credit Policy:

If participants wish to withdraw from a program they must notify the Parks and Recreation Department within 24 Hours prior to the start of the program to receive full credit/refund for that program. Credits are redeemable indefinitely.

## **WHY HAVE POLICIES?**

Policies allow the Parks and Recreation Department to keep program cost low and maintain affordability.

## Refund/Cancelation Policy:

A refund will not be given after the start of a program. Should a program be canceled by the Parks and Recreation Department for any reason a full refund will be given. The Parks and Recreation Department reserves the right to cancel programs at any time for any reason. If area schools are closed or canceled then all recreation programs are closed as well and a refund will be given or a makeup will be scheduled.

Some trips/programs arranged by the Parks and Recreation Department may require prepayment for tickets or reservations. Refunds will not be granted for such trips when a cancellation is made by a participant. If we can find a replacement from a waiting list, the Parks and Recreation Department will issue a refund.



**To inquire about cancellation due to BAD WEATHER  
PLEASE CALL Parks and Rec. Office at 603-755-2405**

## Satisfaction Guarantee:

If participants are not satisfied with any program the Parks and Recreation Department will make every attempt to satisfy all of its customers and if after all attempts to satisfy have failed then a credit or refund will be issued at the discretion of the Parks and Recreation Department Director.

## Photo Policy:

By registering for a program, you give permission for Parks and Recreation Department to take and publish photos of your participation, along with photo identification. Pictures may be used in the brochure, flyers, and papers or displayed at the Parks and Recreation Department. If you do not wish to have photos of you used, please include this request in writing along with your registration form.

## Mandated Reporting and Duty to Warn:

The state of New Hampshire has reporting laws, which require all Parks and Recreation Department employees to report any suspicion of abuse, neglect or exploitation of a child to the Department of Children, Youth and Families (DCYF). If a Parks and Recreation Department employee believes that someone he/she is working with is in danger of harm to self, others, or property, they are obligated to communicate the threat to the victim or victims or to the police department of such threat.

## Behavior/Conduct Policy:

It is our goal to provide a physically and emotionally safe place for all participants. Farmington Parks and Recreation Department has a clear, consistent behavior policy. In essence, we ask participants to respect themselves, others and our environment, by following the rules and instructions given during trips/activities and using appropriate language. Inappropriate behavior will be addressed immediately. Consequences may include participants being sent home, restricted from transportation, and/or suspended from future trips without a refund. Open communication is encouraged between staff and parents.