



## TAPPLY-THOMPSON COMMUNITY CENTER

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### TTCC PAYMENT POLICY

The Tapply-Thompson Community Center is a non-profit recreation department. As such we are dependent on donations, town funding and program fees to maintain our programs and facilities. As we have increased our youth programming hours we have had to increase our staffing and overhead. We are faced with the difficult task of how to fund these much needed programs. For these reasons we are implementing a new payment policy. We will continue to offer our Scholarship Program to assist those with financial need.

### PAYMENT OF PROGRAM FEES

1. Paying a Program Fee Balance: Participants who pay the minimum payment at the time of registration must pay all program fees in full by the set due date; if there is no due date, fees must be paid before the program begins.
2. Outstanding Balances: Beginning **June of 2017** participants with outstanding program fees will not be permitted to attend the program and will forfeit the right to participate. Participants with outstanding balances will forfeit enrollment into additional programs until their balance is paid in full. For those participants that currently have outstanding balances as of September 15, 2016 all payments on account will go to the **oldest balance on your account**. Weekly payment arrangements will need to be made until the account balance has been paid. All outstanding balances will need to be paid in full by June of 2017 when the new policy will take effect. During this transition period if no payment is made for 30 days the participant will be removed from the program they are currently registered in.
3. Summer Program Field Trips & Teen Program Trips: All payments will be due by the day of the trip. If the field trip is not paid by the day of the trip the camper will be unable to attend.
4. Summer Program, After School, Before & After Care Program: Summer Program camp fee must be paid by the week or in advance. The After School and Before & After Care Programs will be billed & must be paid weekly based on attendance.

## **CUSTOMER PROGRAM CANCELLATION & REFUNDS**

1. Participants in classes and ongoing programs will be given a full refund or credit of their registration fees, less a \$10.00 processing fee, if the participant is not completely satisfied with the program AND has requested a refund, in writing, according to the guidelines below:

### 2. Specific Program Details:

#### 2a. Youth Athletic Leagues:

- i. That include a skill evaluation, the refund request occurs before the first skill evaluation.
  - ii. That do not include skill evaluation, the refund request is submitted prior to the first team meeting.
3. For adult sport team league deposits, the refund request occurs before the first organizational meeting or game/practice.
4. For camps, trips and events or programs, the refund request is submitted at least 7 days prior to the first day of the program.
5. One Half payment refund will be given to participants if the request to withdraw is made in person or in writing and received by the Recreation Department after the full refund deadline but prior to the start of the program as applicable.
6. Payment is **NOT** refundable after the program begins unless a documented medical excuse is provided to the Department.

### **Processing Refunds:**

Refunds will be issued by a TTCC check or as a user credit to your account. If payment by check the refund check will not be issued until the original check has cleared; please allow at least 3 weeks from the original check date. Cash or credit card payments will be refunded by check within 10 days.

**Returned Check Fee:** A fee of \$25 will be charged for all checks that are returned due to insufficient funds.

***Policy Adopted  
September 8, 2016***