

## **REFUND POLICY FOR CLOVIS SENIOR CENTER AND TRIP AND TOUR POLICY**

### **Policies Related to Classes Offered at the Clovis Senior Center**

For those classes held through Clovis Senior Activity Center, the following relates to refunds for classes:

- A “session” is defined as a one calendar month period for classes taught by Jim Ray, or an 8-week period (according to the designated calendar of sessions) for all art and ceramics classes.
- Registration fees are fully refundable prior to the start of the first class for each session. Full refunds are also available until the second class. A receipt or cancelled check is required for any and all refunds.
- After the second class, there are no refunds for any reason. The registration fees are also not transferrable to another student.
- Pool Room fees are a flat \$10 per month whether the user visits regularly or infrequently. No refunds for pool room fees.
- Activity cards are not refundable or transferable. However, they may be donated back to the senior center and then used to allow a financially disadvantaged senior the opportunity to attend a class.
- If the senior’s circumstances fall outside of these guidelines and the senior feels that they should receive a refund, the senior must submit a signed appeal letter, along with payment verification, to the senior center manager for review. The senior will receive a determination notice from the senior center manager within 14 calendar days.

### **Policies Related to Clovis Senior Center Trips**

The Clovis Senior Center provides various trips and tours. Transportation may be provided by City of Clovis buses and staff or by outside transportation services. The following are the steps to follow when registering for a trip:

- Sign up for the trip at either the front counter or by calling the Clovis Senior Center at 324-2750. You will be provided information about the destination, fee, departure time, estimated return time and any other pertinent trip information.
- Most trips have a minimum and maximum number of participants. Those trips who do not meet the minimum (usually a minimum of 10 people) may be cancelled. A full refund will be given for those trips cancelled due to lack of minimum participants.
- All fees associated with the trip are due to later than 10 days prior to the trip. If payment is not made 10 days prior to the trip date, you will be dropped from trip participation. However, you may still call the Clovis Senior Center within the 10-day window to see if space is still available.

#### **Refund Policy**

- A full refund will be provided to participants who cancel 8 or more days prior to the trip. Those cancelling within 7 days of the trip will not receive a cash refund.

- If you are unable to attend the trip within the 7-day prior window, you may get another senior to take your place. In the event you have another senior take your place, it is up to you to have the senior reimburse you for the cost of the trip. The senior center will not refund you the funds. Please let the senior center know the name of the person taking your place so a name badge can be created.
- If you do not find a replacement and do not show up for the trip, the trip fee is forfeited.
- Trips cancelled by the senior center or the transportation service will be given full refunds.

**Trip Activity Levels/ Special Needs:**

- Trips may include extended periods of walking and/or standing and stairs, or multiple times off and on the bus. Individuals with accessibility concerns, special needs, or questions call the Clovis Senior Center, (559) 324-2756. Most buses have limited space for wheelchair securement and per the American's with Disabilities Act, the spaces for wheelchairs are on a first come, first reserved basis. Please let the staffs know when you make your reservation if you have any accessibility concerns.

**Policies Related to Bus Passes, Taxi Script and other Third Party Items**

The Clovis Senior Center sells Clovis Transit bus passes and Fresno County Measure C Taxi Scrip for your convenience. Neither of these items is refundable or transferable per the agencies' policies. Any questions regarding the refund policies should be directed toward the agencies themselves.

Items sold at bake sales, rummage sales, car shows, in the gift shop display, or other similar venues are sold AS IS with no refunds or exchanges.