

The Link Refund Policy

General Policies:

- All refunds shall be processed by Link administrative staff. A part-time employee shall not have the authority to refund a transaction without the assistance of a designated Link administrative staff.
- Cash refunds can be made at the POS for consumables and merchandise, as well as day passes on the same day as the original transaction.
- Check refunds cannot be processed until after a 14-day waiting period after the transaction date.
- Credit Cards can be refunded within 48 hours with City Manager approval.
- Refunds will not be automatically given for inclement weather. They will only be given if the building has an evacuative emergency and the customer does not live in Dallas, Tarrant, or their surrounding counties

Point of Sale:

POS can be described as a non-account specific transaction. For example, a customer would not have to hold a membership to purchase a hot dog. If that hot dog was cold, The Link would refund the customers money.

- Cash refunds can be made if:
 - Consumable is unfit for consumption and product is returned and a manager is available to assist.
 - Merchandise is damaged or not working and product is returned.
 - Link staff error in selling day passes.
 - Cash refunds cannot be offered when the purchase happened on a previous day.
- Check refunds can be made for the same situations, however the 14-day waiting period shall still be in effect.
- Credit Card refunds can be made for the above situations as well.

Classes and Programs:

Full refunds, credits or transfers to another class shall be granted when requested in writing at least seven days prior to the start date of the class. Refunds requested less than five business days prior to the start of a class or after the class has begun will not be granted. Failure to attend a registered class, program or activity will be considered a forfeiture of materials supplied and all fees paid.

The Link reserves the right to cancel, combine or divide classes, to change times, dates or class locations, to change the instructor assignments, and to make other revisions in these offerings to best provide service. In the event The Link cancels any class, program or activity, a full refund or credit will be issued.

In the event a patron or their dependent becomes ill or injured, or does not possess necessary skills, inhibiting their ability to participate in or continue participation in a program or class, a pro-rated refund may be given based upon the date of the refund request. Written verification (i.e. doctor's note) is required for illnesses or injury claims. In the case of unforeseen events, refunds will be reviewed on a case by case basis by The Link Staff.

Refunds for cash or check registrations will be refunded by the City of Richland Hills via check in 3 to 4 weeks. Refunds for credit card transactions will be credited back to the card used with City Manager's approval.

Memberships:

The following is the refund policy for all membership types.

Non-refundable: For those individuals choosing to purchase an annual membership by paying for one year in full, an Annual Pass is non-refundable after a 30-day Opt Out Period.

30-day Opt Out Period: All Annual Pass membership holders have 30 days from the date of purchase of the Annual Pass membership to request a refund in writing. An amount equal to one month's membership, at the current monthly membership rate, shall be deducted from the annual pass refund amount at time of refund.

Transferring a Membership: Annual pass holders may transfer pass to another individual or family. If the individual or family receiving the annual pass is a non-resident of the City of Richland Hills, they will be required to pay the difference between the resident annual pass fee and the non-resident annual pass fee. If a non-resident annual pass holder is transferring their annual pass to a resident of the City of Richland Hills, there is no refund for the price difference.

Electronic Funds Transfer: For those individuals choosing to pay membership fees via Electronic Funds Transfer, a 30-day written notice is required to discontinue membership. There will not be any refunds for payments made prior to the time of cancellation.

Rentals:

In order to receive a full refund for a facility rental, written notice must be given no less than 30 days prior to the date of the rental. If written notice is not given 30 days prior to the rental date, the full amount of the deposit shall be retained. If written notice is given between 30 and 14 days prior to the date of the rental, 80% of the rental fee will be refunded. Inside of 14 days, 50% of the rental fee will be refunded. Inside of 7 days, no refund will be available.

Rental Deposits:

A refundable deposit of \$150 is required for rentals over \$200, and a \$250 deposit is required for all rentals over \$500 along with the completion of a facility reservation agreement and full payment. Deposits will be refunded within 3 weeks of the rental date if the area used has been left in good order and all conditions of the contract have been met. Refundable deposits may be reduced by any and all damage caused by renter or renter's guests or invitees. The refund may also be reduced by twice the rental rate for any extra time used. If damages and other deductions are higher than the deposit, the renter will be asked to pay the City those fees in full.