

El Cajon Parks & Recreation Department

Program/Class Refund Policy

Program Refund / Cancellation Policy

Refund and transfer requests must be directed to the activity supervisor and received at least 5 business days before the scheduled start of a class, program, or camp. Administrative fees are applicable to each cancellation or transfer request. No refunds or transfers will be given within 5 business days of the activity's commencement.

Class, Program & Spring Camp Transfer/Cancellation

If the request is made more than 5 business days before the activity start date, a 15% administrative fee or a minimum of \$10, whichever is greater, will be charged.

Summer Camp Transfer/Cancellation

If the request is made before June 1st of each calendar year, a 15% administrative fee will be applied. For cancellation requests received after June 1st, a 50% administrative fee will be charged. Transfer-only requests after June 1st will be subject to a 15% administrative fee.

Refund Methods

Please allow 6-8 weeks for refund processing. If the registration fee was paid by cash or check, refunds will be issued by check via mail. Credit card transactions will be refunded back to the same card used. In the event that the City cancels an activity, participants will receive a full refund of the activity fee. Please note that online processing fees are non-refundable under any circumstances.