

Appendix A – Refund Policy (2018)

Refund Policy

Program registration, special program admission, and program material fees are non-refundable, including where the program does not meet the expectations of the user, except under the following circumstances:

- If the library user cancels registration before the program begins, all fees less a \$5.00 administrative fee will be refunded. If the program fee is less than \$5.00 no refund will be given.
- A refund may be provided after the program has begun only if another user can fill the space. If a refund is given for a program series it will be pro-rated based upon the number of sessions attended, minus a \$5.00 administrative fee.
- If the Library cancels the program, all fees will be refunded in full.

~~Library fines and~~ Material fees related to lost and/or damaged items are non-refundable.

Policy approved by the Library Board November 2018.