

PROGRAMMING WITHDRAWALS, TRANSFERS, & REFUNDS POLICY

WITHDRAWALS

- Rhein Center: There are no withdrawals allowed from RC classes or activities once a customer has completed registration.
- Wellness & Recreation or Education: Withdrawals are allowed up until midnight 2 days before the day the class or activity starts.

TRANSFERS

- Transfers from one class or activity to another are allowed up until midnight 2 days before the original class or activity starts.
- A customer can only transfer into a class or activity that has openings. They may not transfer to the waitlist of a full class or activity.
- A customer can only transfer into a class or activity that requires registration through ACTIVE.
- There is no fee for transferring to a different class or activity.
- If the class or activity a customer transfers into costs more than the original class or activity, the customer must pay the difference.
- If the class or activity a customer transfers into costs less than the original class or activity, no refund for the balance will be issued.

REFUNDS

- There are no refunds of any kind on any Rhein Center classes or activities unless Lakeside Chautauqua cancels the class or activity.
- Wellness & Recreation and Education class or activity registration fees are refundable less a 5% processing fee if the customer withdraws themselves online before midnight 2 days or more before the day of the class or activity.
- Customers who wish to withdraw from a Wellness & Recreation or Education class or activity after midnight 2 days before the day of the class must contact the appropriate site to do so (Waterfront, Tennis, Pool, Education, etc...) and then may request a refund online.
- Customers who do not withdraw themselves or call in a withdrawal before the class starts will not be issued any refund.
- All refund requests must be submitted online through the link found at www.lakesideohio.com/registration
- Refunds can take several weeks to process so thank you in advance for your patience.
- If Lakeside Chautauqua cancels any class or activity at any time or for any reason, the customer will receive a full refund of the amount of the class or activity fee they paid.
- Refunds will ONLY be made back to the original credit card used for the purchase OR issued as a credit to the customer's Lakeside ACTIVE account.
- Refunds to a credit card are ONLY possible if the credit card was saved in the customer's profile at the time of the purchase AND is still saved there at the time the refund is issued.
- Refunds that cannot be made back to a credit card will be credited to the customer's ACTIVE account.
- Credits in a customer's ACTIVE account will remain there indefinitely for the customer's use.

Questions or concerns about these policies should be directed to the Vice President of Programming.