



# *Milan Parks & Recreation*

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45 Neckel Ct  
Phone (734) 439-1549

Milan, Michigan 48160  
Fax (734) 439-3925  
[www.milanmich.org](http://www.milanmich.org)

## **Refund Policy**

Please plan your schedule carefully in order to keep cancellations and transfers to a minimum. Registered participants may cancel or transfer registrations up to one week in advance of the first class. A \$5 service fee will be charged for refunds or cancellations. Full refunds or account credits will be issued when the Milan Parks and Recreation Department cancels a program or a class. Refunds will be returned 2-4 weeks after approval.

## **Satisfaction Guaranteed**

The City of Milan Parks and Recreation Department strives to provide our community with high-quality recreation programs. We are confident in the quality of our programs and stand behind them by offering our satisfaction guaranteed policy. Our department guarantees that you will be satisfied with the Milan Parks and Recreation sponsored programs you have chosen. If you are not satisfied after attending one day of class, let us know and we will arrange for you to receive a refund or account credit, less a \$5 service fee. All refund requests must be made in writing and received, in the Milan Parks and Recreation office, before the next class session resumes. The policy will not apply in cases of personal conflict or vacation. In addition, the refund policy will not apply to city sponsored leagues, one-session programs, special events, trips or facility rentals.