



# ATTENTION:

## New Refund Policy

- All refund requests must be in writing to Rec. Dept. or emailed to [mveronesi@town.new-windsor.ny.us](mailto:mveronesi@town.new-windsor.ny.us)
- A full refund or household credit will be given if the program or trip is canceled by the New Windsor Recreation Dept.
- Any participant in a Recreation program or class will be given a household credit if canceled before the start of the program or class. No household credit will be granted if participant cancels once the program or class has begun.
- Household credit will only be granted for trips that are canceled at least 30 days prior to date of trip, unless a replacement is found to take the trip from wait list.
- There are no refunds for Community Center Rentals.

**Note– Household credit must be used within one year of issue date**

**The Town of New Windsor Recreation Department requests that careful consideration be given prior to registering for any program or trip or facility rentals.**