

TOWNSHIP OF LOWER MERION
Department of Parks & Recreation

REFUND FACT SHEET
POOL MEMBERSHIPS

A request for a refund/account credit must be done in the following manner:

- A verbal request for a refund must be made to the Office of the Department of Parks & Recreation, 610-645-6220, **before the pool season begins**.
- The verbal request must then be followed by a written request for refund, which is to be submitted to the Parks and Recreation Department before the pool season begins. Emails are accepted at recreation@lowermerion.org. **Refund requests will not be considered once the pool season begins.**
- The request must include pool, membership type, the reason for the request and the name and mailing address to whom the refund is to be sent.
- On-line convenience/transaction fees are non-refundable. Also note, some program fees are non-refundable.
- **A \$30.00 administrative fee shall be deducted for all refunds.** Refunds, as a result of being cancelled by the Township are not subject to the administrative fee.

Refunds **will** be considered if:

1. The request is received at least four (4) weeks prior to the start of the program or prior to the start of the pool season.
2. Unable to attend due to a medical condition that prohibits participation.
3. Family/individual relocating outside of the Township.
4. Unhappy or dissatisfied with the program quality.

All refunds will be issued from our Finance Department and may take four (4) to six (6) weeks to be processed.