



London N. Breed, Mayor
Philip A. Ginsburg, General Manager

San Francisco Recreation & Parks Department Withdrawal / Transfer / Refund Policies

PROGRAM WITHDRAWAL / TRANSFER POLICY:

The course withdrawal/transfer fee is \$12 or 20% of the course fee, whichever is greater. The client must withdraw/transfer from the course at least one week prior to the course start date in order to receive a credit, minus the withdrawal fee. No credits will be issued if the client withdraws/transfers after this deadline.

ACCOUNT CREDITS/REFUND POLICY:

The refund processing fee is \$12 for all payments requested from account balance credits. It may take 4 to 6 weeks for the processing of a refund check.

To withdraw from a course or to request a refund, please email sfreconline@sfgov.org or call Support Services at (415) 831-6800 during regular business hours (M-F, 9am-5pm).

