

Library Policies – Refunds

The Desert Foothills Library offers a varied selection of programs/classes. Many of these are free to the public, but some are fee based. For these fee based programs/classes, payment by cash or credit card is required upon registration. This policy is to address the matter of refunds if a participant chooses to cancel or drop out of a program/class after they have registered and paid the fee or the program/class is cancelled by the Library.

The Library reserves the right to cancel any class that does not meet minimum enrollment.

A full refund will automatically be issued by the Library to registered participants if a program/class is cancelled.

No refunds will be given for programs/classes that meet fewer than three (3) times unless the program/class has been cancelled or the class cost is \$20 or more per class.

A full refund will be given if requested prior to the beginning of the second class of a program consisting of 3 or more classes. No refunds will be given after the beginning of the second class. The request for refund shall be made in person at the Library using the form provided by the Library or the request may be made by telephone.

All refunds will be in the full amount paid and issued by check or credit card. Credit card refunds can be processed immediately in person at the Library or by telephone. Cash/check refunds will be refunded by check within 14 days and sent to the registrant by mail.

The Library will encourage those who have asked for a refund for a program/class cancelled for insufficient numbers to apply their fee credit to the next series of classes or another program.