

GIFT CERTIFICATES

Buy that someone special the gift that promotes good health. Gift certificates are available at the Groveport Recreation Center and may be used toward memberships and program fees. Gift certificates and items purchased with gift certificates are non-refundable and non-transferable.

GET YOUR GRC GEAR ON!

The Groveport Recreation Center has affordable "Groveport Gear" for sale. Samples can be seen in the lobby of the Recreation Center. GRC Gear makes perfect gifts for family members and friends. Items include moisture wicking shirts, regular t-shirts and heavy weight sweatshirts.

REFUND POLICIES

MEMBERSHIPS - Membership cancellations will not be granted and pro-rated refunds will not be given, except for the following hardship cases: (1) **Job transfer outside a 25-mile radius of the Groveport Recreation Center** - Patron must provide a letter from his/her Human Resource Department stating that he/she has been transferred within the same company. Patron must provide forwarding business address and phone number for verification. (2) **Relocation/Move outside a 25-mile radius of the Groveport Recreation Center** - Patron must provide mortgage/lease documents (proof of move) with new address and phone number for verification. (3) **Medical condition of an indefinite nature**—In the case of medical condition, the following options are available: (a). Member may receive a pro-rated refund if patron provides a letter from his/her physician stating that patron has a medical restriction of an indefinite nature. (b). Member may request to have their membership "put on hold" provided that member provides a letter from physician stating how long patron is on medical restriction (Note: medical restrictions are limited to no longer than six months). (4) **Patron death** (copy of Death Certificate or obituary required). In the event that patron does not meet any of the above hardship criteria and would like to cancel/transfer their membership, patron may submit a letter explaining their need to cancel/transfer their membership to the Parks & Recreation Director (7370 Groveport Rd., Groveport, OH 43125) for consideration. The Village Administrator, upon recommendation of the Parks & Recreation Director, will make the final decision regarding special requests. **PROGRAMS** - All programs must have a minimum number of participants in order to be conducted. The Village reserves the right to cancel, combine, alter dates & times, or make any other revision which may be necessary in regards to programs or classes. **CANCELLED CLASS** - If the Village cancels a class, the participant will receive a full refund or gift certificate, based on patron's preference. **Before Program Begins** - Refunds will only be made before the start of the program for the following circumstances (1) When the refund is requested at least five business days in advance of the first meeting date, provided that it does not reduce the participation level below the required minimum. (2) When the participant becomes ill (a doctor's statement must be presented before the start of the program). **After Program Begins** - Refunds will only be given if the participant becomes ill and is no longer able to participate in the remainder of the program (a doctor's statement must be presented). All refunds will be prorated from the date of notification to the Parks & Recreation Department. **Trips** - Since trips require reservations weeks ahead of time, the Village cannot process refunds. **Administrative Fee** - A \$5 administrative processing fee will be charged to cover processing costs for each individual program enrollment. Fee will not be charged if the Village cancels the program. The Village's Finance Dept. will process refunds that exceed \$50 (processing typically takes between two to four weeks and are mailed directly to the patron). Cash refunds will be given for refunds of \$50 or less. Credit card purchases will be put back on the patron's credit card.

RESIDENT VS. NON-RESIDENT

Residents of Groveport make a contribution in taxes to the Village. The Village tax is paid whether or not an individual participates in the programs or uses facilities that the Parks and Recreation Department administers. A person working in the Village, but not residing in the Village, also contributes a portion to the income tax fund. Non-Resident fees are established to ensure that non-residents are also contributing to the overall financing of the Parks & Recreation Department. Please keep in mind that although your mailing address may be "Groveport," this does not always mean that you qualify as a resident. **Non-Residents are welcome to participate in programs and are eligible to purchase memberships to all of the Village's facilities.**

RESIDENT IDENTIFICATION CARDS

To receive the Groveport Resident Rate at either the Groveport Recreation Center or Groveport Aquatic Center you must provide staff with a Resident ID Card. Resident ID Cards are \$3 each and are valid for one-year. If you are a Groveport Resident (living within the corp. limits) you will be required to bring a valid Ohio Driver License or State ID Card, accompanied by a Groveport Water Bill, another utility bill or tax bill in order for staff to process your Resident ID Card. If you work in the Village of Groveport and pay 2% income tax to the Village, you are required to bring a valid Ohio Driver License or State ID and a recent pay stub showing the person's name and business address, in order for our staff to process your Resident ID Card. If you do not have a Resident ID Card, you will be charged the Non-Resident Fee.

