

# **POLICIES & INFORMATION**

**(305) 795-2233**

## **REFUND POLICY**

It is our goal to ensure your enjoyment in any and all of our recreation programs. Therefore, if you are not satisfied with a class or program or are unable to participate for medical reasons, please contact us immediately. Our policy is to provide a 100% refund to anyone who makes a written request before the start of the program. Requests received after the start of the program will entitle the participant to a prorated refund. Prorated refunds will be based on the number of classes remaining at the time the written request for refund is received less an administrative fee of 20% of the registration fee.

## **NSF CHECKS**

A service charge will be assessed on all checks returned due to insufficient funds.

## **TYPO, HUMAN ERROR, WE GOOFED...!?**

Occasionally there may be an error in days, times, or fees in the brochure. When such errors do occur, the staff will do everything possible to correct the situation promptly. We thank you for your patience and understanding when these situations arise.

## **AMERICANS WITH DISABILITIES ACT**

Miami Shores Village complies with the provisions of the Americans with Disabilities Act. If you are a disabled person requiring any accommodations or assistance in conjunction with Village sponsored functions, facilities or programs, please notify the Village Clerk's office at (305) 795-2207 of such need at least 72 hours (3 days) in advance. You may also call this number to request printed materials in accessible format, sign language interpreter (5 days advance notice required), or information on access available to individuals with disabilities. This document is available in accessible format; large print and tape upon request.

## **RESIDENT POLICY**

The Miami Shores Recreation Department is operated on tax dollars from Miami Shores Village. Non-residents will be required to pay additional fees for all programs. Residents must provide two proofs of residency at time of registration.

***RESIDENT IDENTIFICATION CARDS*** are now available at no cost. Two proofs of residency are required.

## ***PROOF OF RESIDENCY***

Proof of residency must accompany all registration. This includes one of the following:

- Home address imprinted on the check
- Driver's License
- Voter's Registration Card
- Other legal proof of residency

## **INSURANCE**

The Recreation Department is proud to offer a savings in youth activity insurance and I.D. cards. Through our National Recreation and Park Association, we are able to offer insurance at a lower rate with better coverage. Through our savings, Miami Shores Village residents pay \$12.00/year and nonresidents pay \$15./year for a combined insurance and picture I.D. card.