

REGISTRATION POLICIES

PAYMENT:

Program fees are due upon of registration.

PARTICIPANT CANCELLATIONS:

Please notify ANSC in writing by email to cancel registration. Refunds will be issued up to seven days prior to the first day of the program. Cancellation will allow other households to fill the space.

To receive a full refund, a credit can be applied to your household account. To receive a refund to your credit card or method of payment, a \$35 processing fee will be applied. If the total cost of the program is less than \$35, half of the total will be returned in the same manner in which payment was received. No refunds or credits will be issued for program cancellations seven days or less prior to the start of the program.

REDUCED FEES AND SCHOLARSHIPS:

Parks and Recreation Department (PARC) is extending financial assistance to qualified families of youth participants. Qualification information and the application can be found on the City of Austin PARC Financial Assistance website at <https://austintexas.gov/parcfinancialaid>. Financial Aid applications take up to six weeks to process. Financial Aid must be in place at the time of registration to receive the discount. Financial Aid is not retroactive.

TRANSFER OF PROGRAMS:

Due to the number of participants in our programs, ANSC is unable to transfer participants to other dates or times. To change the date or time of your program, you will need to cancel your current registration and register for a new program. For more information, refer to Participant Cancellation Policies above.

ANSC CANCELLATIONS:

ANSC observes City of Austin emergency closures. If ANSC cancels a program, we will make an effort to reschedule. If it is not possible to reschedule within a reasonable time you will receive a prorated refund or credit toward future programs.

MINIMUM REGISTRATION:

ANSC reserves the right to cancel a class that does not meet the minimum number of participants seven days prior to the class date. If this occurs, a full refund will be given.

VIDEO AND IMAGE POLICY:

ANSC regularly takes photos of participants in our programs. Photos are used to depict programs at ANSC and may appear in brochures, fliers, and other media. Please see the image release waiver section of the registration form.

ADA ACCOMMODATION:

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance, please contact (512) 974-3914 or Relay Texas 7-1-1