



Cancelation Policy

CANCELATION POLICY- Cancellations should be done by contacting the Rec. Dept. Office at (262)250-4710

If canceling date(s) that are 5 business days* or **MORE** from the date(s) (*not including the date you are cancelling*) FEES PAID will be put as credit on your Rec Dept. account to be put towards future program registrations. If you have not already paid for the dates, you won't be billed for date(s) for upcoming billing cycle.

If canceling date(s) that are **LESS** than 5 business days* a monthly flexible cancellation will be applied. The monthly flexible cancellation gives each child 1 flexible cancellation per month. FEES PAID will be put as credit on Rec Dept. account to be put towards future program registrations OR you won't be billed for date on next billing cycle. Once monthly flexible cancellation has been used, you forfeit the fee & are still responsible for payment for date(s).

Kids Klub cancellations should be done by contacting the Rec. Dept. Office at (262) 250-4710 no later than 2 business days after your desired cancellation date (NOT via email/Facebook messages or staff at Kids Klub site)

If calling after business hours, please leave a detailed message on the department voicemail and office staff will process and send receipt confirming cancelation during business hours the following day. Germantown Park & Recreation office is open Monday – Friday 8:00am – 4:30pm

**Business days include Monday – Friday*

We appreciate your cooperation and following our cancellation policy. Thanks!

attention

Just registered for a program?

Make sure you received an emailed receipt!

If not, call our office at (262)250-4710.

The receipt is your confirmation & has important info regarding the program!

Add us to your email contacts:
parkrec@village.germantown.wi.us