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## Refund and Cancellation Policy

### Registration/Customer Service Contact Information

**Phone:** (925) 671-3404

**Email:** [concordreg@cityofconcord.org](mailto:concordreg@cityofconcord.org)

**Customer Service Hours:** Mon-Fri: 10 am-12 pm & 1-3 pm

#### [Centre Concord](#)

5298 Clayton Road, Concord

Mon-Fri: 10 am-12 pm & 1-3 pm

#### [Willow Pass Community Center](#)

2748 E. Olivera Road

Mon-Fri: 10 am-12 pm & 1-3 pm

### How do I cancel a registration or transfer out of one class into another?

If you wish to drop or transfer to another session, call us at least five full working days before the start date for a refund or credit. Requests for withdrawals or transfers must be made in person or over the phone. Please call the Registration Office at (925) 671-3404 or visit us at either Centre Concord or the Willow Pass Community Center. A \$5.00 Withdrawal Fee applies to all cancellations. Please note: Programs with different cancellation fees are noted and only the higher fee applies, not both. *No refunds for non-attendance, one-day workshops, trips or materials fees.*

### What is the refund policy?

If you wish to drop or transfer to another session, call us *at least five (5) full working days* before the start date for a refund or credit. A \$5.00 Withdrawal Fee applies to all cancellations. Please note: Programs with different cancellation fees are noted and only the higher fee applies, not both. *No refunds for non-attendance, one-day workshops, trips or materials fees.* Refunds due to class cancellations can take up to 2 to 4 weeks to process. A credit left on a customer's account will expire 12 months after the date of issuance.

### Quality Assurance

Try our classes. If, after attending the first class, you are not happy with the quality of the program, call us right away. Tell us what was wrong so we can make it right. If you call before the second class, we will give you a full refund or credit. *There are no refunds for non-attendance, one-day workshops, trips or materials fees.*