

## ***FAQ's for Refunds/Payments for Access Adventures***

### **1. What do I do about the payments that have been made so far?**

Below are a few options to handle the financial aspect of your participants registration. We are encouraging those who can to keep payments on your account that will be put towards future registrations. This money can also be used towards the cost of any riding lessons, or other programming at the Melwood Recreation Center.

**Agency Funding:** If your participants session(s) were funded by outside agencies, Melwood will contact those agencies to determine the status of your funding and whether it can be used for future programming, alternative programming, or will need to be returned.

**Private Pay:** if your participant's session(s) was funded out of pocket, you have two options to consider:

1. Keep your payment in your Melwood Recreation Center account for use towards the cost of any future Melwood Recreation Center programming including riding lessons and future Access Adventures activities.
2. Obtain a full refund via check or credit card (whichever way you paid the funds originally)

### **2. How will I be notified about my refund or what I would like to happen with the payments to date on my participant's account?**

You will receive an email about your individual registrations. If you have not received an email, or you would like further information, please feel free to contact: Julie Smith via email at [jusmith@melwood.org](mailto:jusmith@melwood.org) or at (301) 870-3226. **Refunds will be issued via the original form of payment.**

### **3. If my participant was registered for this year's Access Adventures sessions, will this guarantee my participant a spot in Access Adventures next year?**

No, if your participant was registered to join us for Access Adventures this year, you will have to reregister for Access Adventures next year. Our registration for 2021 programs will be available in December 2020. We always send out an email reminder when

registration is open. Monies left on your account from this year's cancellation can be used towards covering the deposits and costs of your 2021 registrations. Please understand that we cannot guarantee a spot for your participant for 2021 without the registration process being followed.

**4. How can my participant and my family send encouragement about why we love Access Adventures?**

If you would like to send us videos, photos, and messages from your participants, we would love to see them and share them, with your permission, on our Social Media. We love our participants, and we miss them as much as they miss us!