

SPRING PROGRAM CREDIT POLICY

Program, Events and Activities Suspended

All City of Alpharetta Recreation, Parks and Cultural Services Department programs, events and activities (including practices and games) are currently suspended through May 10th.

The measures reflects the most recent guidance issued by federal, state and county public health agencies and measures recommended under the public health emergency declared by Governor Brian Kemp.

Program Credits During COVID-19 Epidemic

Spring Programs/Classes & Adult Athletics and Youth League Credits

The City of Alpharetta will be issuing credit-only for Spring enrollments. Credit will be prorated based on how far along the program was into the season and will be credited to participants' accounts for future use. For example: a 10-week program that had the opportunity to meet for two of the ten weeks, will receive a credit into their account for 80% of the amount paid. Credits will be applied for each program whether participants attended or not; even if a class was missed, the percent will remain the same. Credits will be completed by staff and receipts showing verification will be sent via email to the address associated with the account. If you are enrolled for a Spring class that started *after* March 14th, you will be credited the full amount for your enrollment. Staff will automatically begin processing credits Monday, April 6th.

In the future when checking out online, those credits will show on the payment page to use for classes, leagues, pavilion rentals and special events.

Donation Opportunity to the Department Scholarship-Fund

As the City of Alpharetta continues to navigate the current situation, and assess the impact for the future, the Recreation, Parks and Cultural Services Department is creating an opportunity for the community to offer support to those in need in our great city.

With summer ahead of us, the realization is that some in our community may need extra support as a result of the COVID-19 shutdown through the scholarship program the City of Alpharetta offers residents. We are asking that citizens who would like to donate their program credits to the scholarship program, contact us for their donation. This will allow families impacted by this unprecedented situation to be able to enroll in summer camps, swim lessons and many of the other activities the City of Alpharetta Recreation, Parks and Cultural Services Department has to offer.

Email recreation@alpharetta.ga.us to donate your spring enrollment credit to the scholarship fund.

Summer Programs

No refunds will be issued at this time for summer programs. Contact recreation@alpharetta.ga.us *on or after May 20, 2020* for information on summer programming refunds, credits or scholarship fund donations. May 20th is a target date, but may be subject to change depending on the circumstances surrounding the COVID19 shutdown. Any changes to this date will be posted on this page and on social media accounts.

