



Cancellation/Gift Card Credit Request Form

Participant Name: _____ Parent/Guardian: _____

Phone (Primary): _____ Email Address: _____

Program Name: _____ Program Date(s): _____

Reason for Cancellation:

 Customer Signature

 Date Submitted

POS STAFF

Amount Paid: _____

Staff Initials: _____

Notes:

Program Manager

Amount of Gift Card Credit Approved: _____

Notes:

 Program Manager Signature

 Date

Gift Card Issued By: _____

Date: _____

Gift Card Number: _____

I, _____, acknowledge receipt of the Kroc gift card and understand that the gift card can be used as cash for any purchase at the Phoenix South Mountain Kroc Center. If the gift card is lost or misplaced, I understand that it cannot be reissued.

 Customer Signature

 Date Received:

Kroc Center Program Cancellation Policy

No cash or credit card refunds are issued unless a program session is cancelled by the Kroc Center.

Cancellation credits will be issued via a Kroc Center Gift Card and distributed directly to the participant.

Cancellation at least one week prior to the start date of the program: Full credit on a Kroc Center Gift Card minus a \$10 Cancellation Fee.

Cancellation less than one week prior to the start date of the program: No credit will be issued.

Credit applications are available at the Welcome Desk. All gift card credit applications must be submitted prior to the start of the program session. No credits will be issued for forms submitted after a program session has ended.

No prorated credits will be issued for partial attendance at a program session or missed days due to illness, behavioral issues, or any other reason. Credits are: applicable towards any Kroc Center program, not redeemable for cash, will not be put on any credit card account, and do not expire.

Please allow up to seven days for your credit request to be processed. Gift Cards will be issued at the Kroc Center Welcome Desk. Gift Cards will not be mailed.

Day Camp Cancellation Policy

Cancellation at least one week prior to the start date of the camp session: Full Credit on a Kroc Center Gift Card toward Kroc Center programs minus the \$25 non-refundable deposit fee.

Cancellation less than one week prior to the start of the camp session: No credit will be issued.



THE SALVATION ARMY RAY & JOAN

KROC CORPS
COMMUNITY CENTER

PHOENIX SOUTH MOUNTAIN