



100% SATISFACTION GUARANTEE*

The Glencoe Park District is constantly striving to offer quality recreation programs to the public. If you feel our programs did not meet your expectations due to the quality of instruction, facilities, or program content, we will refund your money —100%! *This Guarantee excludes contractual programs, trips, leagues, special events, seasonal beach/ice passes, and rentals.

To be eligible for a refund, you must:

- Attend at least 2 classes and inform us within 48 hours after the second class, and,
- Complete the form below.

Your input on the 100% Satisfaction Guarantee Form is valuable to us, as it will help determine where improvement is needed. Please return this form to the Glencoe Park District, Takiff Center, Main Registration Office, 999 Green Bay Road, Glencoe, IL 60022.

Please note: Filling out this form does not necessarily guarantee a refund will be issued.

Program ID Number _____ Program Start Date _____

Program Name _____

Participant Name _____

Parent/Guardian Name _____

Street Address _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Reason for Request: _____

Additional comments/suggestions, if any, for program improvement: _____

Signature

Today's Date

Approved By: (For office use only)

Program Manager

Director of Recreation/Facilities

Executive Director