

# ZCH Community Education Classes

## Registration, Refund and Cancellation Procedures

### REGISTRATION

To register for a class you may:

- Register online at [www.zch.org](http://www.zch.org).
- Call the Community Relations Office at 616.748.2834.
- Register in person at the Community Relations Office, 2<sup>nd</sup> floor, DeWitt Building.

### PAYMENT

Please be aware of the following payment procedures:

- In order to reserve your registration, payment must be received three days prior to the class start date.
- Walk-ins are not accepted, unless noted.
- Payments are not accepted at the door.
- Returned checks will be assessed a \$25 processing fee.

### WEATHER CANCELLATION GUIDELINES

**Notification:** Cancellations will be announced on [www.zch.org](http://www.zch.org) and on an outgoing voice mail recording by calling the Community Relations Department at 616.748.2834.

**Weekday Classes beginning before 1:00pm:** Will follow the closing guidelines of Zeeland Public Schools.

**Weekday Classes beginning after 1:00pm:** Weather conditions will be reassessed by ZCH. Cancellations will be announced two hours prior to the class start time on the Community Relations voice mail message (616.748.2834) and on [www.zch.org](http://www.zch.org).

**Saturday Classes:** Weather conditions will be assessed by ZCH. Cancellations will be announced one hour prior to the class start time on the Community Relations voice mail message (616.748.2834).

**Zeeland Recreation Community Center Classes:** ZCH classes held at the Zeeland Recreation Community Center (ZRCC) follow their cancellation guidelines. To find out if a class held at ZRCC is closed, please call the Weather Cancellation Line at 616.748.3235.

### REFUNDS

A full refund will be issued for the following reasons:

- Class cancellation due to low enrollment
- Class cancellation due to instructor illness
- Cancellation of a one-time class that cannot be rescheduled

Those registered for classes will be notified by the Community Relations Administrative Assistant in these circumstances. Additionally, there may be special circumstances when refunds are provided. Refunds will be issued when deemed appropriate. An administrative fee of \$5.00 will be assessed for reasons other than those noted above.

