

This document is to help serve to answer questions regarding refunds for spring programs affected by the cancellation of classes due to the COVID-19 virus. Refunds are currently being processed. Many of our users have already received email receipts for partial refunds and we realize this may raise some questions. Below is a list of how refunds are being processed:

- WINTER CLASSES: classes that were cut short from our winter sessions (ending in late March and early April 2020) are being refunded for the days of the session that were missed.
- EARLY SPRING CLASSES: classes that were scheduled to start in April and end by May 15<sup>th</sup> are being cancelled and will receive full refunds. In addition: Snowboarding, Preschool Sports, Jr. Master Chef, Painting with Acrylics, and YR Artistic Drawing have been cancelled.
- EARLY SPRING CLASSES: that were scheduled to start in April and go through the end of May or beginning of June will receive partial refunds for classes missed in April.
- LATE SPRING CLASSES: classes that are scheduled to start in May, have NOT been cancelled. May refunds will be based on when we are able to start classes again.
- FLAG FOOTBALL: TBD. We are currently holding off on full or partial refunds until we can determine if a shortened season can be run.
- PRESCHOOL: the preschool program will receive 2 months tuition and the 4 year old program will have 7 swim classes refunded.
- We understand that some of your classes fall outside of the above categories and they are being reviewed on a case-by-case basis.

As the COVID19 situation evolves on a daily basis, we will post updates if any additional changes need to be made to spring programs. Don't know when your class(es) end? Please check your Webtrac account for your class receipt and schedule.

Need to reach out with further questions, please see contacts below:

- Swim Lessons & Safety Academy: Stephanie Wishmyer – [SWishmyer@leesburgva.gov](mailto:SWishmyer@leesburgva.gov)
- Tennis Programming: Jowita Snowden – [JSnowden@leesburgva.gov](mailto:JSnowden@leesburgva.gov)
- Fitness, Sports & Recreation Programming: Lisa Hamaker – [LHamaker@leesburgva.gov](mailto:LHamaker@leesburgva.gov)
- Preschool: Linda Fountain – [LFountain@leesburgva.gov](mailto:LFountain@leesburgva.gov)
- Facility Memberships: Megan MacDonald – [MMacDonald@leesburgva.gov](mailto:MMacDonald@leesburgva.gov)
- All other inquiries: Katey Jackson – [KJackson@leesburgva.gov](mailto:KJackson@leesburgva.gov)
- You can also reach out by phone at 703-777-1368. Please leave a message and someone will be back with you within 24 hours. Please note staff is currently available to respond to calls Monday – Friday from 8am-5pm.