



#### PRIVACY POLICY

The Town of West Hartford and our recreation software registration system, RecDesk, respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser, including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

#### SECURITY POLICY

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name and address, so that it cannot be read over the internet.

#### DEPARTMENT OF LEISURE SERVICES REFUND POLICY

- Refund requests must be made three (3) business days before program begins.
- All refund requests must be made in writing.
- Refunds will not be given after a program has begun.
- A 10% processing fee will be deducted from all refunds (minimum \$5.00).
- In case of injury, a written refund request must be accompanied by a doctor's note.
- No refunds will be given on trips, special events and/or passes.

