Fee Reduction Policy

Requests for fee reductions must be made in writing and will be evaluated based on total household income and size relative to the currently-published HUD’s Section 8 income limits. A household whose income is below the threshold would pay the percentage of the established fee (including any applicable activity fees).

Household income is defined as the sum, on an annual basis, of all pay, allowances, maintenance/child support, social services allowances and other income for the household. A household includes all individuals living at the same address.

Fee reductions will not apply to fees of $10 or less.

All programs and offerings are eligible for fee reduction except the following:
- Personal training
- Destination-driven trips (not an activity within a program)
- Merchandise, concessions and vending
- Exclusive use of facilities
- Tickets to performances sponsored by PRCR

Persons eligible for fee reductions include:
- Persons who live in or own property in Arlington County.
- Employees of Arlington County Government and members of their household.
- Active financial assistance program clients of Arlington County’s Department of Human Services or APS free/reduced lunch program participants.

Fee reductions will be based on total household income and total household size.

Fee reduction status will be applied consistently across all eligible programs and offerings.

Households will retain fee reduction status for no more than twelve months from the date of last application, and no additional application is required during the twelve month period. After twelve months, eligible households must re-apply for fee reduction status in accordance with the paragraph below.

- Application of fee reductions will not compromise or modify program structure (minimum and maximum enrollments still apply).
- The capacity of programs shall not be exceeded and wait lists will be established on a first-come, first-served basis.
- There is no limit to the number of fee reductions that may be granted for a particular program or a particular eligible participant.
- All eligible programs and offerings are available to Arlington Foster Care children for free.

Refunds

Full refunds for PRCR classes will be given when any of the following conditions exist:

- Classes are canceled by PRCR.
- Upon request when schedule or location changes made by PRCR prohibit or limit participant’s attendance.
For any reason other than those stated above, customers who request a refund prior to the start of the second class will receive a full refund, minus a $15.00 service charge. The refund process will be completed within 30 days.

There will be no refunds or household credits after the second class has started.

There will be no refunds or household credit for one session classes if the participant was unable to attend.

Refund requests for medical reasons shall be accompanied by a physician note and considered on a case by case basis.

**Religious Accommodations**

A scheduled class may fall on a religious holiday. In an effort to respect the community we serve, class participants may make-up a class session that will be missed due to conflicts with their religious holidays, provided another class is available with space. Participants needing such accommodation must inform the instructor or program coordinator prior to the beginning of the class session.

**Time Payments**

When deemed appropriate by cognizant Program Managers and/or Division Chiefs, a time payment schedule of fees due may be established for applicants in order to relieve the burden of full payment at one time.

**General**

Exceptions to this policy may be considered on a case-by-case basis, and the decision will be made by the cognizant Program Manager and/or Division Chief.