

## Mountain Park HOA Program Policies

1. **Registration Process:**
    - Participants must complete an online registration form for each program and each program participant.
    - Registration is first-come, first-served, with limited spots available.
  2. **Payment Requirements:**
    - Payment is required at the time of registration to reserve a spot.
    - Payments can be made online.
    - No registration is processed without payment.
  3. **Late Registration:**
    - Late registrations are allowed if space is available, subject to a \$20 late fee.
  4. **Waitlist Policy:**
    - If a program is full, participants can join a waitlist and will be notified if a spot opens.
  5. **Payment Plans**
    - Subject to approval on a case-by-case basis.
  6. **Contact Information:**
    - Please contact the program department for inquiries about registration and payments.
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## Cancellation & Refund Policy

1. **30-Day Notice Requirement:**
  - A written notice is required 30+ days before the start date for a partial refund of 80% of the program fee.
  - No refunds are granted if canceled within 30 days of the program start date.
2. **Non-Refundable Fee:**
  - A 20% administrative fee applies to all cancellations.
3. **Refund Requests:**
  - Requests must be directed to the program department.
4. **Refund Processing:**
  - Refunds are issued via check and can take up to 30 business days.
5. **Program Cancellations by MPHOA:**
  - If MPHOA cancels the program, a full refund is issued by check without any fees within 30 days.