

OFFICE USE ONLY

Center _____ Date Processed _____ Amount _____



PEARLAND
Parks & Recreation

Learn. Play. Grow.

100% Satisfaction Guarantee

The Pearland Parks & Recreation Department is dedicated to multiplying the Q4 factor: quality facilities, quality programs, quality service for your quality of life. If you feel our programs did not meet your expectation, due to the quality of instruction, facilities or program content, we will refund your money...100%.

To receive your refund:

1. Attend at least 2 classes.
2. Inform the supervisor at the center of your request for refund by submitting your completed 100% Satisfaction Guaranteed form within 48 hours of the second class.

Your input on the 100% Satisfaction Guaranteed form is valuable to us as it will help us determine where improvement is needed.

Please circle the area you are not satisfied with:

Quality of Instruction	Facilities	Program Content
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Program Code: _____ Program Dates: _____

Program Name: _____

Participant Name: _____

Please explain your dissatisfaction and suggestions for improvement in this area.

This guarantee applies to multiple day recreation programs. This policy excludes leagues, special events, rentals or passes.