



Suburban Hospital Class Registration Policy

Please read carefully

Cancellation Policy

Please note that you **MUST** cancel **24 hours** before your session begins, in order to receive a refund. However, a \$5.00 processing fee will be charged for canceling the reservation. If you paid by credit card, a \$5.00 fee will be charged to your credit card account. If you paid by check, a refund will be sent to you, minus the \$5.00 processing fee.

If you **DO NOT** cancel your registration 24 hours prior to the start of your session, you will be charged the **FULL** program fee amount. To cancel, please call Suburban On-Call at 301.896.3939, press option two (2), and leave a voice mail with your name, phone number and class information.

If you choose to cancel registration for a multi-week course or series once it has begun, you can receive a credit voucher equal to the amount you paid minus a \$15 processing fee. To receive credit, you must notify Suburban On-Call at 301.896.3939, press option two (2), **before the third week of class**.

Payment Information

If you register with a credit card to ensure your space in the class, you may still pay by check on the day of the class and we will **NOT** charge your credit card account. Please note that your credit card statement will reflect charges to "Suburban Hospital-Wellworks."

Refunds

Suburban Hospital will issue you a full refund **ONLY** if the hospital cancels the class due to low enrollment, inclement weather conditions or the class is already full when we receive your mail-in registration.

There **WILL NOT** be a Suburban class due to weather conditions if Montgomery County Public Schools are closed or they close early (relevant for evening classes). When schools are delayed, programs held during the delayed period are cancelled. All other programs will meet as scheduled. Please check to see if schools are closed before attending a class, if there is any question about the weather.

If you are unsure of class status, you may call 301.896.3939 and press option two (2), between 8:30 am and 5:00 pm, Monday through Friday. If you are unable to get through on weekends or school holidays, please dial 301.896.3100 and the hospital operator can assist you.

Discounts

Suburban Hospital volunteers will receive a 50% discount on all classes. Please state that you are a volunteer when calling to register. If you are a Suburban Hospital employee, you will receive a 25% discount on all classes. Please state that you are an employee when calling to register. This discount does not apply to family members. Seniors (60 and over) will receive a 10% discount on most classes **except** for Senior Program classes which are already offered at a discounted rate.