

BRUSHY CREEK MUNICIPAL UTILITY DISTRICT

ORDER 26-0226-02

**ORDER ADOPTING
CAMP AND RECREATIONAL PROGRAMMING REFUND POLICY**

ORDER NO. 26-0226-02

AN ORDER APPROVING CAMP AND RECREATIONAL PROGRAMMING REFUND POLICIES

WHEREAS, Brushy Creek Municipal Utility District (the "District") is a conservation and reclamation district, a body corporate and politic and governmental agency of the State of Texas, created under Article **XVI**, Sec. 59 of the Texas Constitution by order of the Texas Water Commission, now the Texas Commission on Environmental Quality ("TCEQ"), and the District operates under Chapters 49 and 54 of the Texas Water Code, as amended;

WHEREAS, Section 49.463 of the Texas Water Code authorizes a water district to own, develop, construct, improve, manage, maintain, and operate recreational facilities;

WHEREAS, pursuant to the foregoing authority, the District has constructed and operates a Community Center, parks and recreational facilities, and administers recreational programming;

WHEREAS, many of the District's recreational programs and camps require payment of registration or other fees as a condition of participation to partially offset the District's costs;

WHEREAS, the Board of Directors previously adopted policies relating to the refund of registration fees in the event of cancellation or otherwise; and

WHEREAS, the Board of Directors desires to approve revised policies specifying the terms and conditions pursuant to which a registrant may be entitled to a refund of all or a portion of registration fees for camp and recreational programs.

NOW, THEREFORE, BE IT ORDERED BY THE BOARD OF DIRECTORS OF BRUSHY CREEK MUNICIPAL UTILITY DISTRICT THAT:

Section 1. The matters and facts recited in the preamble to this Order are found to be true and correct and the same are incorporated herein as a part of this Order.

Section 2. The Board of Directors hereby approves the Camp and Recreational Programming Refund Policies in the form attached hereto. Such policies replace and supersede all prior camp and recreation program refund policies previously adopted by the Board addressing the same subject matter.

Section 3. The Camp and Recreational Program Refund Policies attached hereto shall become effective upon adoption of this Order.

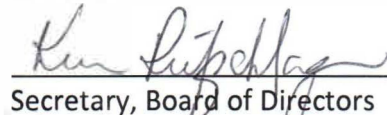
Section 4. The President and Secretary of the Board are hereby authorized and directed to execute this Order. After this Order is executed, an original Order shall be filed in the permanent records of the District.

PASSED AND APPROVED this 26th day of February, 2026.



President, Board of Directors

ATTEST:



Secretary, Board of Directors

(SEAL)

Camp & Recreational Programming Refund Policy

Section 1. Purpose

The purpose of this policy is to establish clear, consistent terms and conditions governing refunds and credits for camp and recreational programming fees administered by Brushy Creek Municipal Utility District. Specifically, the policy is intended to:

- Define when and under what circumstances a registrant may be entitled to a full or partial refund or credit of registration fees;
- Distinguish refund and credit rules based on program type, including classes, swim lessons, camps, leagues, and programs conducted by third-party contractors;
- Provide administrative procedures and timelines for requesting and processing refunds or credits;
- Allow the District to recover administrative costs through processing or cancellation fees;
- Preserve the District's ability to exercise discretion in extraordinary circumstances, such as medical emergencies, loss of income, or pandemics; and
- Replace and supersede all prior District policies addressing refunds for camp and recreational programs.

In short, the policy ensures that refund practices are transparent, equitable, and administratively manageable, while protecting the District's financial and operational interests

Section 2. Definitions

- Board: The Board of Directors of Brushy Creek Municipal Utility District.
- Camp: A recreational program administered by the District, including Summer Camp Programs, Camp Foxtail, and Combination Camp, for which registration fees are required.
- Cancellation Fee: A non-refundable administrative fee deducted from a registrant's refund when a cancellation is permitted under this policy.

- Credit: A non-cash adjustment applied to a registrant's household or recreation account in lieu of a monetary refund, usable for future District recreational programs.
- District: Brushy Creek Municipal Utility District, a political subdivision of the State of Texas operating under Chapters 49 and 54 of the Texas Water Code.
- Extraordinary Circumstances / Extraordinary Hardship: Unusual situations, including but not limited to loss of income or medical emergencies, under which the General Manager may approve a full or partial refund or credit at their sole discretion.
- General Manager: The chief administrative officer of the District authorized to approve refunds or credits under extraordinary circumstances and to require supporting documentation.
- Household Account: An account maintained by the District for a registrant or family, to which credits for certain programs (including swim lessons) may be applied.
- Program / Recreational Program: Any class, activity, camp, league, or instructional offering administered by the District, whether conducted by District employees or third-party contractors.
- Refund: The return of all or a portion of a registration fee to the original method of payment or by check, subject to the timelines, fees, and conditions set forth in the policy.
- Registrant: An individual or household that enrolls in and pays registration fees for a District recreational program.
- Swim Lessons: Instructional aquatic programs conducted by the District, which are subject to refund and credit rules distinct from other recreational programs.
- Third-Party Contractor Program: A recreational program conducted on behalf of the District by an independent contractor rather than District employees, with refunds or credits determined by the contractor on a case-by-case basis.
- Waiting List: A list of prospective participants maintained by the District to fill vacancies created by withdrawals; refunds may be contingent upon filling a vacated spot from this list.

Section 3. Policy

3.1 General Guidelines

- a. A full refund will be issued to a registrant if a class/activity/camp is canceled by the District.
- b. All refunds may take up to 30 days for processing.
- c. All refunds will incur a administrative processing fee, unless otherwise identified. For low cost programs such as Playscape, a reduced fee will apply.
- d. The Board of Directors of the District reserves the right to modify all policies, or institute special refund or credit policies, at all times due to extraordinary circumstances, including pandemics.
- e. As noted below, District refund policies differ according to whether a recreational program is conducted by the District utilizing its own employees or whether a program is conducted by a third-party contractor on behalf of the District. Identification of programs conducted by third-party contractors is available upon request.

3.2. Recreational Class and Program Refund and Credit Policies for programs conducted by District (without third-party contract instructors **EXCLUDING SWIM LESSONS**):

Notices of Withdrawal and Requests for Refunds/Credits should be submitted by using the "Refund/Pro-rate Request" form (either in person or online at www.bcmud.org under forms) to Customer Service. For fee schedule, see the District Rate Order.

3.2.1 For Requests given seven (7) days or more in advance:

Registrants who withdraw from a class/activity a minimum of seven days before the date of the first class/activity shall be entitled to a refund or credit as follows:

- a. Registrants that paid by credit card shall receive a refund to their credit card;
- b. Registrants that paid by check or cash shall receive a refund by check; and
- c. Upon request, a registrant may receive a credit to its recreation account in lieu of a refund.

3.2.2. For Requests given less than seven (7) days in advance:

- a. No program registration fees shall be refunded or credited, unless this spot can be filled off the waiting list.

3.3 Swim Lesson Refund and Credit Policies for programs conducted by the District (without third-party contract instructors): Notices of Withdrawal and Requests for Refunds/Credits should be submitted by using the "Refund/Pro-rate Request" form (either in person or online at www.bcmud.org).

- a. For Requests given seven (7) days or more in advance: Registrants who withdraw from a swim lesson session a minimum of seven days before the first class shall be entitled to a **credit on their household account only**.
- b. For Requests given less than seven (7) days in advance: No program registration fees shall be refunded or credited unless this spot can be filled off the waiting list.

3.3.1 Refunds will ONLY be granted:

- a. If the participant is moving 25 miles or more from the District (proof will be requested)
- b. If the District cancels the entire session of lessons

3.3.2 Please note that if a lesson of a session is canceled due to weather, staffing, or pool closure, a refund will be issued to the participant's household account.

3.4 Refund Policies for Summer Camp Programs, Camp Foxtail and Combination Camp conducted by the District (without third-party contract instructors):

Notices of Withdrawal and Requests for Refunds/Credits should be submitted by using the "Refund/Pro-rate Request" form (either in person or online) to Customer Service.

- a. For Requests given 61 days or more in advance:

Registrants who withdraw from a camp a minimum of 61 days in advance of the camp shall be entitled to a refund as follows:

- i. 100% of the camp registration fee shall be refunded, less a cancellation fee
- b. For requests given 60-31 days in advance:

Registrants who withdraw from a camp between 31 and 60 days in advance of

the camp shall be entitled to a refund as follows:

- i. 50% of camp registration fee shall be refunded
- c. For requests given 30 days or less in advance:
 - i. No program registration fees shall be refunded or credited, unless this spot can be filled off the waiting list.

3.5 Refund policies for Youth League Registration conducted by the District (without third-party contract instructors):

Registrations who withdraw from a league more than 7 days in advance of the league start date shall be entitled to a refund as follows:

- a. 100% of the registration fee shall be refunded, less a cancellation fee

3.6 Extraordinary hardships for District programs (without third-party contract instructors):

The General Manager may approve full or partial refunds or credits (as determined in the General Manager's discretion) of program, class or camp registration fees for District programs in extraordinary circumstances, including loss of income and medical emergencies. The approval of any such refund or credit shall be made at the General Manager's sole discretion, and the General Manager may require proof of the extraordinary circumstance as a condition of approval.

In the event the General Manager approves a refund or credit due to extraordinary circumstances that arise during the pendency of a program, the refund shall be prorated based on the number of days, sessions, classes or games remaining in the program.

All refunds approved by the General Manager shall be reported to the Board of Directors of the District at its next regular meeting.

3.7 Refund and Credit Policies for programs conducted by third-party contractors instructors:

The availability of refunds or credits for District programs conducted by third-party contractors shall be determined on a case by case basis as determined by third-party contractor. Upon receipt of a request for a refund or credit, the District shall contact the program instructor to request a refund or credit by the contractor. The District

expressly disclaims any representation that registration fees will be refunded or credited for third-party contractor programs.

Section 4. Reference and Related Documents

District Rate Order

Section 5. Approval and Revision History

Written Redline Edits Date	Description	Approved By Date
12.18.25	Update refund policy	BOD: 2.26.2026