

Parks and Recreation Refund Policy

General:

All refunds are subject to a \$20 processing fee, unless otherwise noted.

Refunds options: 1) a customer Parks and Recreation account, 2) returned to the credit/debit card (which may appear within 3-5 business days) or 3) refunded with a paper check.

Fees charged by the credit/debit card processing 3rd party cannot be refunded.

Park Building Rentals:

To change or cancel a rental date/building requires notice 14-days prior to the scheduled building rental use date and a \$20 fee.

Transfer of date or building are considered cancellations. When a transfer is made to a building with a lesser fee, no credit will be granted. When a transfer is made to a building with higher fees, the additional fee is required.

Rented building refunds will not be made for predicted weather related conditions. Extreme storm event situations will be handled on a case-by-case basis.

Leagues, Activities, Classes, Lessons, Programs:

League fees will not be refunded after the league schedule has been completed.

After purchase of special materials, shirts, etc. for the activity, class, lesson or program, the cost of the materials or shirt will be deducted from any refund amount.

Refunds of an activity, class, lesson or program will not be refunded after the start of the activity, class, lesson or program.

Aquatic Center Season Passes and Aquatic Center Rentals:

Rain checks may be requested at the Aquatic Center for weather related closings.

There are no refunds for daily admissions, scan cards or swim tickets.

Refunds of Aquatic Center rentals, including a Birthday Splash, require a notice 14-days prior to scheduled rental use date and a \$20 fee.

When severe weather prohibits a scheduled rental, or the pool has been closed the day of the rental, the renter may reschedule or a refund may be received. Cool temperatures are not considered for a weather-related refund, unless the temperature is below 67 degrees.

Season passes are not refundable. Requests for extenuating circumstances are reviewed on a case-by-case basis. If a refund is granted, the number of pass uses will be deducted, at the daily admission rate, to calculate the refund. No refunds are granted after June 30.

Veterans Memorial Coliseum Building Rentals:

TBD