Permit Refund Policy

Written refund applications must be submitted, using the Application for Miscellaneous Refund Form (COM-6), in person at the facility where the permit is issued. Refunds will be processed in accordance with the cancellation/refund procedures as stated in the Parks & Recreation Fee Schedule. **A 3.56% processing fee will be deducted from all refunds.**

1) **League Reservations for Fields and Indoor/Outdoor Courts:** Refund is based on the date that the written cancellation/refund application is submitted.
   - 96.5% refund - 14 or more calendar days prior to the first scheduled use
   - No refund for requests received less than 14 calendar days prior to the first scheduled use
   - Field and Court Reservation Fees are non-refundable

2) **Grounds Use Fees:** Refund is based on the date that the written cancellation/refund application is submitted.
   - 96.5% refund (less $50) - 60 calendar or more days prior to the event
   - No refund for requests submitted less than 60 calendar days prior to the event

3) **Outdoor Court (except leagues):** Refund is based on the date that the written cancellation/refund application is submitted.
   - 96.5% refund - 14 calendar days or more prior to use
   - No refund for requests submitted less than 14 calendar days prior to use

4) **Building, Field, Picnic Shelter, Recreation Center Fund Fees and All Other Permit Rentals (not identified above):** Refund is based on the date that the written cancellation/refund application is submitted.
   - 96.5% refund - 30 calendar days or more prior to use
   - 75% refund - less than 30 calendar days prior to use
   - 50% refund - less than 10 calendar days prior to use
   - No refund for requests less than 48 hours prior to use

5) **Pool Rentals:** Refund is based on the date that the written cancellation/refund application is submitted.
   - 96.5% refund - 14 or more calendar days prior to use
   - 75% refund - 48 hours or more prior the first day of a monthly rental
   - Late cancellations will be charged 25% of the fee paid

Reviewed December 2022
Requests for refunds due to rain will be approved (less processing fees) provided that a written request (Application for Miscellaneous Refund Form COM-6) is submitted within 48 hours after the scheduled event. Building rental permits cannot be cancelled due to rain (excluding picnic shelters).

**To Submit a Request for Refund:**

1. Contact staff at the facility where the permit is issued to obtain the Application for Miscellaneous Refund Form (COM-6).

2. Complete the Application for Miscellaneous Refund Form (COM-6) and submit it with the original permit and receipt to the Recreation Center Director, Pool Manager or other site supervisor. The customer must include a detailed description of the reason for the cancellation.

3. Electronic check payment (ECP) transactions are payable by check to the person/agency that issued the original payment. The customer must provide a legible correct mailing address. The refund check will be issued approximately 6 to 8 weeks after the refund form is submitted.

    *Customer will be subject to a fee of $25.00 for any items that are returned from bank (i.e. non-sufficient funds, stop payment, incorrect account number, etc.)*

4. Credit card transactions will be refunded to original credit card in approximately 4 to 6 weeks after the refund form is submitted.

I have read the above Permit Refund Policy, and if I must cancel the agreement, I will abide with the above procedures.

_______________________________________    _______________________
Applicant Signature             Date