

EFFECTIVE OCTOBER 4, 2019

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 three percent (3%) 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.

- 97% 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.

- 97% 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.

- 97% 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.

- 97% 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.

- 97% 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

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