



REFUND OR CHANGE TO ACTIVITY REGISTRATION OR SITE RESERVATION DEPARTMENT POLICY

PURPOSE:

When the Department receives requests for a refund or change to an existing program registration or site reservation, guidelines are necessary to reduce the impact of cancellation on the success of the program and to recover administrative cost of processing a refund or change when it is unlikely the resulting vacancy can be filled.

POLICY:

If the Department cancels or re-schedules a program or events, all registrants will be granted a refund or credit of the full amount paid.

Included in this policy is a schedule to determine the amount of the refund or credit to be granted to the individual or organization making the request.

A standard processing charge of \$13 will be placed on any request to cancel or change an existing program registration or site reservation. This charge will offset the cost to the Department to process the request.

PROCEDURE:

Refund or Credit Schedule

The following schedule of charges applies to:

- Meeting rooms at recreation facilities, Department sponsored programs and events, park shelters and picnic sites, swimming pools and ice rinks.

Any request received 14 days or more than prior to the reservation date or the start of a program or event will receive the entire amount less the \$13 processing charge.

There will be no refund or credit granted if a request is received less than 14 days prior to the reservation date or the start of a program or event.

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- Due to the larger rental amounts and the protracted time needed to fill any vacancy, the following schedule will apply to the facilities listed below:

Recreation Complex arenas, Corporate Picnic Sites, gymnasiums, R-9 Community Center, Grant Shelter, and Bissell Barn.

Any cancellation request received 60 days or more prior to the reservation date will receive the entire amount less the \$13 processing charge.

Any cancellation request received at 30 days or more but less than 60 days prior to the reservation date will receive a refund or credit in the amount of 50% of the total reservation amount for that date less the \$13 processing charge.

There will be no refund or credit granted if a request is received less than 30 days prior to the reservation date.

- The Department reserves the right to subject specific programs to longer cancellation periods

Director

Date

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