

Parks and Recreation Refund Policy

General:

All refunds are subject to a \$10 processing fee unless otherwise noted.

When a refund is granted, it will be credited to your Parks and Recreation account unless requested to be applied to your credit/debit card.

Online processing fees cannot be refunded.

Park Shelter and Coliseum Rentals:

Rental refunds require notice ten working days prior to the rental date.

Rental refunds will not be made for predicted weather conditions. Extreme storm events will be handled on a case-by-case basis.

Transfer of dates and buildings are considered cancellations and subject to a \$10 processing fee. A \$10 fee will be charged for each additional change of date or building.

If a transfer is made to a building that charges a lesser fee, no fee adjustment will be made. If a transfer is made to a building that has a higher fee, the additional cost will be charged.

Leagues, Classes, Youth Programs:

Individual adult player fees will not be refunded after league play has begun. If league play has not yet begun, the fee will be credited to your Parks and Recreation account unless requested to be applied to your credit/debit card.

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

Refund requests for programs or classes must be made three working days prior to the start of the class or program. If a shirt or special materials have been purchased in that class or program for that individual, the cost of the shirt or materials will be deducted and the fee will be credited to your Parks and Recreation account unless requested to be applied to your credit/debit card.

Aquatic Center Passes and Rentals:

Refunds for rentals and Birthday Splashes require notice seven working days prior to rental.

When severe weather prohibits a rental from taking place, the renter has the option to re-schedule or receive a full refund. Cool temperatures do not count as a weather refund option unless the temperature is below 60 degrees.

Season passes are not generally refundable. Requests from those with extenuating circumstances are reviewed on a case-by-case basis. If a refund is granted, it will be on pro-rated basis by multiplying the daily admission price by the number of times the pass was used and deducting that amount from the pass price. No refunds after June 30th.

There are no refunds for daily admissions, scan cards or sheets of tickets. Rain checks may be issued for weather related closings.