



REFUND POLICY – EFFECTIVE JANUARY 1, 2020

I. PURPOSE AND AUTHORITY OF ADMINISTRATIVE REGULATION

The purpose of this administrative regulation is to adopt a fair and equitable refund policy for all fee-based rentals, classes, programs, and leagues.

II. POLICY

Refunds for all fees, dues, and charges for the Parks and Recreation Department are set forth by this document. Requests for refunds should be made by the customer and a Refund Request Form filled out by either the customer or staff member and submitted to the Administrative Office. Refunds are awarded based on fee type and reason for refund. Categories are as follows:

RENTALS

1. Cancellation by Staff

There may be occasions when cancellations are made by Henderson County Parks and Recreation due to a facility conflict, safety issue, or other unforeseen event. In the case that HCPRD cancels a reservation in its entirety, customers will receive a 100% refund.

2. Cancellation by Customer

Rental refunds will be permitted under the following circumstances:

- a. 100% refund of deposit and rental fees will be awarded to any renter if the request to cancel is made at least 14 days before the rental date.
- b. 50% refund of rental fees and 100% of the security deposit will be awarded to any renter if the request to cancel is made between 13 and 7 days before the rental date.
- c. 0% refund of rental fees and 100% of security deposit will be awarded to any renter if the request to cancel is less than 6 days before the rental date.
- d. Inclement weather - 100% of rental and deposit fees will be refunded to outdoor only permits (i.e. shelter, fields, and gazebo rentals). Other inclement weather situations will be considered on a case by case basis (i.e. snow, ice, etc.).

3. Rescheduling a Cancelled Reservation by Customer

A customer may choose to reschedule an event or reservation in lieu of a complete cancellation. Rescheduling a reservation is acceptable as long as the request is made at least 2 days in advance and for a similar venue. Similar venues are considered to be a picnic shelter for a picnic shelter, a community building for a community building, as field for a field, or a classroom for a classroom. Should the venues differ in price, the difference will either be due at the time of reschedule or refunded to the customer. Reservations must be rescheduled at the time of request and credit cannot be saved for

future use. Requests to reschedule received less than 2 days prior to the reservation date are subject to the policy in 2c.

4. Medical or Hardship Withdrawal

A customer may request a withdrawal or cancellation due to an unforeseen medical or hardship condition outside of designated refund request times or during the course of the reservation. The request must be made in writing and submitted to the Henderson County Parks and Recreation Department. The participant or renter may receive a full or prorated refund based on a case by case review by the Parks and Recreation Director or designee.

5. Security Deposits

Henderson County Parks and Recreation reserves the right to retain the full amount of the security deposit contingent upon physical damages incurred, significant cleaning above and beyond normal use, any breach of rental agreement or permit, any breach of a county ordinance or policy, if any action by the renter and/or guests is deemed inappropriate by HCPRD, use of facility outside of scheduled and paid reservation times, or other unforeseen discrepancy by the renter. In the event of a seizure of the renter's security deposit, a letter will be sent to the renter with an explanation of charges and reasons to retain the renter's deposit.

PROGRAMS REGISTRATION

1. Cancellation by Staff

There may be occasions when cancellations are made by Henderson County Parks and Recreation due to the failure of a class or program to meet a minimum participation requirement, an instructor vacancy, facility conflict or safety issue, or other unforeseen event. In the case that HCPRD cancels a program, class, or league in its entirety, customers will receive a 100% refund. In the case that a cancellation occurs during the course of a program, class, or league, the refund or credit will be prorated.

2. Withdrawal by Customer

A participant wishing to withdraw from a class, program or league that has not been canceled by HCPRD must request to be withdrawn in writing or by phone to the Administrative Office before the scheduled start of a class, program, or league's first practice. Refunds will be permitted under the following circumstances **UNLESS OTHERWISE STATED:**

- a. 100% refund of program fees will be awarded to any participant or guardian if the request to cancel is made 7 days prior to the end of registration.
- b. 50% refund of program fees and will be awarded to any participant or guardian if the request to cancel is made 6 days or less prior to the end of registration.
- c. 0% refund of program fees will be awarded to any participant or guardian if the request to withdraw is made after the start of the program, class, practice, etc.
- d. For classes or programs with no registration deadline, a customer may request a refund if the request is made within the same month as purchase. Refunds will be awarded

based on the number of classes remaining after the date of refund request, regardless of attendance.

- e. There will be no refunds for multi-visit passes or punch cards.
- f. Refunds for classes that are paid for on a monthly basis will be prorated to the number of remaining classes after the date of refund request for the registered month, regardless of attendance.

3. Medical or Hardship Withdrawal

A customer may request a withdrawal or cancellation due to an unforeseen medical or hardship condition outside of designated refund request times or during the course of the activity. The request must be made in writing and must be made to the Henderson County Parks and Recreation Department. Requests submitted to coaches, instructors, volunteers, or individuals other than Parks and Recreation Staff will not be honored. The participant may receive a full or prorated refund based on a case by case review by the Parks and Recreation Director or designee.

III. PROCEDURES

1. Timeframe

Refund Requests made to staff during regular business hours can be received via phone, email, or in person. Should a customer need to cancel outside of regular business hours or if inclement weather occurs, Refund Requests must be made by voicemail or email before the start of the reservation, class, or practice time. **No refunds will be issued for inclement weather unless a request is received prior to the start of the reservation.** All requests will be reviewed by the Office Administrator and the Parks and Recreation Director or designee. Requests will be processed by staff within one week of submission. Timelines for refunds to credit or debit cards are controlled by the banking institution who issued the card and vary depending on establishment. Please check with your bank for an estimation of return. Refunds by check may take an additional 1-2 weeks to receive and will be mailed to the address on file.

2. Refund Recipient

Refunds will only be issued to the payee of applicable rental or program fees and sent only to the address on file for the payee. In the event that multiple persons contributed to a single fee or charge, the amount of each contribution shall be refunded to the appropriate individual.

3. Special Circumstances

Special circumstances related to withdrawal or cancellation requests not specifically covered within this policy will be determined at the discretion of the Parks and Recreation Director or designee.