

**POLICY #2170 Refunds and Credits**

EFFECTIVE DATE	2/26/2026	VERSION # 3
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APPLIES TO

Division	Parks, Recreation, Administration
Sub-Division	Facilities, After-School, Youth Sports, Adult Sports, Camps/Classes

VERSION	REVISION DATE	DESCRIPTION OF CHANGE/SUPERSEDE	AUTHOR
1	7/20/2023	Initial	Senior Leadership Team
2	12/01/2025	Updates credit and refund terms for camps and classes, superseding all previous versions	Administrative Coordinator
3	2/26/2026	Additional refinement of language in preparation for registration software implementation	Recreation Director

RATIONALE

It is the policy of the District to provide guidance regarding refunds and credits to ensure that customers receive an excellent experience and that District practices are fiscally responsible.

PROCEDURE**Refunds and Account Credits**

Refunds or account credits for program cancellations are determined based on the timing of the request. If a cancellation is made five days or more before the program start date, a 100% refund will be issued. For cancellations made four days or fewer before the start date, administrative approval is required. Account credits may or may not be available depending on the specific program. Cancellations made less than 24 hours before the program begins are not eligible for refunds or account credits.

Refunds will be issued to the original payment method. If cash, expired credit card, or check were used in the original payment, we must issue a check for the refund amount. Monetary credit can be made to a customer's account for future use, which will expire in two years. In the event that a credit expires, all efforts will be made to contact the client about the pending expiration.

District Cancellations

All program cancellations due to low enrollment or any other unforeseen circumstance will be refunded. Cancellations due to rain, heat, or air quality will be rescheduled for up to one week at the end of the season, when possible.

Rentals

In the event the rental facility/field should become unavailable due to any such circumstances (flooding, fire, natural disaster, severe weather, health and safety, pandemic, Federal, State or local mandates, power outages, criminal acts), the District reserves the right to cancel the reservation and will refund all fees paid. Fees will not be refunded for reservation times not used.

Picnic

The following procedures will be adopted for picnic rentals. Any extenuating circumstances will need to be approved by the Business Services Manager.

- 1) *Customer Cancellation*: Picnic reservation cancellations must be made two weeks in advance to receive a full refund.
- 2) *Reschedule*: Reservations can be rescheduled up to 3 days in advance of the original event date.
 - a. In the instance that a new date is not selected, the credit will be issued to the account and the user can reschedule at their convenience.
 - b. The credit will expire two years from the original cancellation date.
- 3) *Weather*: Refunds will not be issued due to weather (rain, extreme heat, etc.) A credit will be issued on the account and the user can reschedule at their convenience.
- 4) *Air Quality*: If the AQI is 151 or higher, a credit will be issued to the account and the user can reschedule at their convenience.

Field

The following procedures will be adopted for field rentals. Any extenuating circumstances will need to be approved by the Recreation Manager.

- 1) *Customer Cancellation*: Field and court reservation cancellations must be made two weeks in advance to receive a full refund. If the request is made within two weeks, a reservation can be rescheduled at no cost.
- 2) *Reschedule*: Reservations can be rescheduled up to 3 days in advance.
 - a. In the instance that a new date is not selected, the credit will be issued to the account and the user can reschedule at their convenience.
 - b. The credit will expire two years from the original cancellation date.
- 3) *Weather*: Refunds will not be issued due to weather (rain, extreme heat, etc.)
- 4) *Air Quality*: In the event that the AQI is 151 or higher, a credit will be issued on the account and the user can reschedule at their convenience.

Facilities/Venues

The following procedures will be adopted for facility/venue rentals. Any extenuating circumstances will need to be approved by the Business Services Manager.

- 1) *Customer Cancellation*:
 - a. Weddings
 - i. Notice received 180 days or more in advance of event date – The District will retain 50% of the security deposit.

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- ii. Notice received 179 days or less before the event date – The District will retain 100% of the security deposit.
 - iii. Notice received 30 days or less before the event date – The District will retain 50% of the rental fee and 100% of the security deposit.
 - b. Event Packages/Meetings
 - i. Notice received 31 days or more before the event date – The District will retain 50% of the security deposit.
 - ii. Notice received 30 days or less before the event date – The District will retain 100% of the Security Deposit.
 - iii. Notice received 7 days or less of event date – The District will retain 50% of the rental fee and 100% of the security deposit.
- 2) *Reschedule*: Rescheduling of the reservation is subject to the conditions identified in the Wedding section with the inclusion of:
- a. Whatever compensation that was not retained by the District will be credited to the account for future rental use.
 - b. The rescheduled date must be no later than one year after the original event date.

Customer Satisfaction

In the instance that a customer is not satisfied with their experience, the District will respond according to the type of service/program.

Recreation Programs

- 1) Repeat the program at no charge.
- 2) Receive full credit that can be applied to any other program.
- 3) If the program is facilitated by a contracted instructor, the instructor will be immediately notified, and they will not receive payment for that participant.
 - a. If a participant chooses to repeat the program, the instructor will not receive payment for the repeated class.
 - b. Should concerns arise that a customer is abusing the policy, District leadership will review options for handling the situation.

After-School Program:

- 1) If a customer wants to end participation in the program, a refund will be provided for the days that they have paid for, effective from that day forward.
- 2) The District does not prorate for days unattended.
- 3) Refunds shall not be provided for days they have already attended the program.

Facility Rentals:

- 1) Refunds for Facility Rentals are not standard practice.
- 2) At the Administrative Director's discretion, a partial refund may be awarded depending on the severity of the situation.

Authority: General Manager, Board of Directors

Approved by the Board of Directors on: **February 26, 2026**