

REFUND POLICY		
Policy Number: 01-047	Review Cycle: Two Years	Effective Date: April 13, 2018
Reviewer: Administrative Support Supervisor		Approval Authority: Director of Parks and Recreation

The Department of Parks and Recreation is dedicated to providing quality programs, services and facilities. The Department strives to achieve and maintain a high level of customer satisfaction. In certain cases and conditions outlined herein, it is the policy of the Department to provide refunds to our customers.

SCOPE

This policy applies to all department monetary transactions, to include registration fees, memberships, merchandise sales, bike rentals and facility rentals.

PROGRAM, EVENT, POOL PARTY REFUND GUIDELINES

Requests for fee refunds must be made in writing by the customer.

- Refund requests received 15 days in advance of program, service, vendor, or facility rental start date will be honored in full, less deposits or registration fees, if required. Special consideration may be given for medical or extenuating circumstances when approved by the Director.
- Refund requests received 14 days in advance but prior to program start date or rental date will be honored at 50% of the amount in addition to any deposits or registrations fees, if required.
- No refund request will be honored after the program or services has begun.
- No refund request will be honored for ticketed events.

ATHLETIC LEAGUE REFUND GUIDELINES

- **Youth Leagues:** A 100% refund will be given to participants registered for youth leagues where uniforms and/or other equipment/items (trophies, etc.) have not been ordered. A 50% refund will be given to participants where uniforms and/or other equipment/items (trophies, etc.) have been ordered, but game play has not started. No refund request will be honored after the league has started game play.
- **Adult Softball Leagues:** There will be no refunds of the registration fee or final fees at any time for leagues that meet the minimum team requirement. Refunds will only be made in the event of a cancellation of the entire league by Clarksville Parks and Recreation.

FACILITY RENTAL REFUND GUIDELINES

Unless otherwise specified in the terms of the rental contract, security deposits for facility rentals will be returned to the renter 15 business days after the event, provided all governing rules and regulations have been met.

Pavillion, Pool, Meeting Room Rentals

Written cancellation is required 14 days prior to the event date or the deposit will be forfeited. Rental fees for cancellation requests received prior to the start date/time will be granted in full, minus any applicable administrative fees.

Venue Rentals (Freedom Point, Wilma Rudolph Event Center)

Written cancellation is required 60 days prior to the event date or the deposit will be forfeited. Rental fees for cancellations requests received 14 days prior to the start date/time will be granted in full, minus any applicable administrative fees.

BCYCLE REFUND GUIDELINES

Catching a transaction early and communicating with the user leads to a more satisfied customer and helps to avoid credit card transaction fees. Bike trips shall be checked every business day by administrative support staff. Trips with excessive/accidental usage fees shall be reviewed, and usage fees adjusted (as needed) before the charge is processed against the user's credit card.

Membership fees are non-refundable.

MERCHANDISE REFUND GUIDELINES

- A full refund will be granted on products in the original package or where tags are still attached.
- No refund will be provided on used merchandise or opened packaging.
- Damaged merchandise may be exchanged.

NON-REFUNDABLE FEES AND CHARGES

The following fees are considered non-refundable. Special consideration may be given for medical or extenuating circumstances, when approved by the Director.

- Food Items
- Boat Dock (once boat has docked-no matter when it leaves)
- Parking Fees (once lot has been entered)
- Non-Refundable Deposits or Registration Fees
- Administrative Processing Fees / Credit Card Fees
(Effective July 1, 2018, a 3% credit card fee will be deducted from all refunded transactions originally paid with a credit card.)
- Gift Certificates
- Day Passes

- Pool and Recreation Center Memberships (after first three visits)

REFERENCE

- [01-040 Parks and Recreation User Fee Policy](#)
- [01-046A Refund Processing Internal Procedures](#)

REVISIONS

- October 27, 2016 Policy Created
- April 13, 2018 Policy Revised