

## 8. Refund Policy

The Department has adopted the following policy regarding refunds for programs, rentals, and passes. All refunds will be made according to the following guidelines: **refunds requests must be made in writing**; via email or mail to the Parks, Recreation & Culture Office.

### a. Canceled Program

If a program is canceled or closed, participants will receive a full refund in the form of a check, credit card reimbursement, or household credit. There will be no cash refunds.

### b. Camp Refunds

- All refunds must be made in writing.
- Camp refunds are subject to a \$25 administrative fee per camp cancellation. No refunds will be granted if the request is made less than 14 days before the start of camp.

### c. Refunds Before the Program Begins

Refunds will be made only before the start of the program for the following circumstances:

- When the refund is requested at least seven (7) days in advance of the first meeting - provided it does not reduce the participation level below the required minimum.
- For senior center programs, classes and events, at least fourteen (14) days' notice in advance of the first meeting is required; participants will receive a household credit.
- When the refund is requested between days 1 – 6 in advance of the first meeting, provided it does not reduce the participation level below the required minimum, a household credit will be issued.
- When a participant becomes ill. (Participants must present a doctor's statement and notify the Parks, Recreation and Culture Department.)
- When a participant moves from the area.

A \$10 fee will be charged to cover processing costs related to a City refund. Refunds made to a household credit, credit or debit card will be charged the fee and the convenience fee will not be reimbursed. This fee will not be assessed to programs that cost under \$15. Refund charge does not apply to facility rentals.

### d. Refunds after the Program Begins

Refunds will not be issued once a program begins except for:

A household credit, not a check refund, will be issued after the program begins if the participant becomes ill (a doctor's statement must be provided). A pro-rated household credit will be considered if the program is less than 75% complete. If the program is more than 75% complete, no refund will be issued.

If a customer is not satisfied they may be eligible for a refund; they must notify the Parks, Recreation and Culture Department before the program is half over. Refund can be back to household account, credit card or check. If the customer does not take action before half of the program has passed, they are no longer eligible for a refund.

### e. Membership Passes

Passes are non-refundable and non-transferable.

## **f. Facility Rentals**

### Recreation

A non-refundable deposit of 50% of the total C. I. Beaver Hall reservation fee is required to hold the reservation. Full payment is required if date reserved is within the timeframe of 60 days. Deposits may be returned if the event is cancelled within 3 days of booking time. Balance of the C. I. Beaver Hall rental fee is due 60 days prior to event. 60 days' notice prior to your event is required in order to receive a refund on your balance; your deposit is non-refundable. A \$10 processing fee will **not** be charged. One reschedule or transfer of date is allowed without penalty and must occur within the same calendar year. If another date is chosen after the first transfer, the reservation fee is forfeited and the renter will be required to reserve and pay the fee for the facility again. Refunds will not be issued for weather related conditions. Insurance for allowing alcohol to be served at the rental function is purchased at the time of reservation and is not refundable.

If a contract holder for a **long term rental** of C. I. Beaver Hall cancels a date within 30 days of rental, the contract holder will owe 50% of the rental fee. If the cancellation is outside of the 30 days, a full refund will be granted. If the renter would like to reschedule, there is no penalty. Rescheduled date must occur within 9 months of cancelled date. C. I. Beaver Hall will only be closed for snow if the lot is unable to be plowed or salted.

The meeting space at Lofino Plaza is available to Beavercreek organizations as well as Beavercreek not for profit organizations. Businesses, for-profit groups and those organizations outside of Beavercreek will be charged. (Appendix 2). The multipurpose room is not available for rental.

Softball Tournament directors reserving Rotary Park will be charged a \$10/diamond/day cancellation fee if diamonds are cancelled less than 7 business days – regardless of how many diamonds are cancelled. If reserved diamonds are not used, the director will still be responsible for payment.

There are 3 camp sites at Angels Pass Park. (Angels Pass is a Beavercreek Township Park District Park, but operated and maintained by the City of Beavercreek Parks Department). Residents of Beavercreek (City and Township) at no cost; non-residents pay \$10/campsite/day.

## **g. Refund Methods**

The City of Beavercreek offers three methods of refunding money to customers. Refunds will be issued two weeks after supervisor's approval.

### **i. Household Credit**

Household credits are to be encouraged for all refunds and are tracked in the Registration Software. Participants can then use the credit towards any other Parks, Recreation and Culture Department program. Household credits will be held for 1 year from date of purchase if not used. The credit will be deposited into class fund.

### **ii. Check Requests**

If a participant does not wish to have a household credit, then a refund request form can be processed through the Registration Software. The appropriate supervisors must sign off on or forward all refund requests. The participant will be refunded the amount minus \$10 fee.

### **iii. Credit Card Reimbursement**

Customers who paid with a credit card will receive a refund to their credit card. They will be refunded the amount minus \$10 fee.