

City of Beavercreek employees and contracted instructors currently teaching with the City of Beavercreek Parks, Recreation and Culture Department will pay for classes, programs, Senior Center memberships and/or rentals at the resident rate.

## 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.
- Participants that have signed up for the payment plan have a \$25 non-refundable deposit, the rest of the payment will be refunded via check, credit card or household credit. No refunds are given if the withdrawal is within 14 calendar days.
- Participants that have paid in full will receive a full refund, minus the \$10 refund fee. Requests must be made within 14 calendar days in order to receive a refund.

### 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.
- 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. 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 if a participant becomes ill or is dissatisfied with the program. If the withdrawal reduces the participation level below the minimum, no refund may be issued.

If the participant becomes ill (a doctor's statement must be provided), a household credit, not a check refund, will be issued. 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 or Wartinger Park Barn 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 or Wartinger Park Barn 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 ~~\$5~~ **\$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 non-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.

**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 computerized registration program 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 Registration Software. The appropriate supervisors must sign off on or forward all refund requests.

**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.

**h. Refund Processing Flow Chart**

The secretary at each facility is trained to process refunds. The following flow chart outlines the steps to process a refund. Most refunds are fairly straightforward (schedule conflict, moving) and do not drop the class below minimum and are requested at least seven days before the class start date. If the customer requests a household credit or credit card refund, the secretary can process the refund and send the receipt to the customer.

If the customer requests a check refund, the secretary can process the refund and forward the refund receipt to the appropriate supervisor.

On some occasions, unusual circumstances may arise when processing the refund. A few examples may be the class has already begun, a refund would drop class below minimum, or the class will start in fewer than seven days. In these instances, the refund request should be completed and forwarded to the appropriate supervisor. The supervisor and/or superintendent will follow-up with the customer to determine the best course of action.