

## ***Policy and Procedure***

**Subject: Finance/Refunds**

**Section: G**

**Item: 6 Approved: August 19, 2010 Authority: Park Board**

A. Purpose

To provide for fair and consistent handling of refunds for program, activity and rental fees.

B. Policy

B-1 Refunds will be processed upon request for pavilion reservations and department programs in accordance with the following:

B - 1.1 Full refunds will be made upon cancellation of a class or activity by the Parks and Recreation Department.

B - 1.2 Full refunds less a processing and handling fee of \$5 or 10% (whichever is greater) will be granted to individuals and teams if requested at least one business day before the program or activity begins.

B - 1.3 Refunds requested on the first day of the program or activity or after may be granted for illnesses or medical reasons or other unavoidable circumstances. These refunds will be pro-rated and issued in the form of a credit on your account with Fort Wayne Parks and Recreation to be used towards a future program or activity.

B - 1.4 The outdoor wedding fee is not refundable, however, the reservation may be rescheduled within 364 days for a charge of 20% of the rental fee.

B – 1.5 Refunds for canceled or transferred pavilion reservations will be granted as follows:

B-1.5.1 6 or more months notice – Refund less deposit OR transfer\* with a \$5 or 10% processing fee (whichever is greater).

B-1.5.2 2-5 months notice - Refund less 40% processing fee OR transfer\* with a 20% processing fee.

B-1.5.3 1-2 months notice - no refund, but may transfer\* with a transfer fee of 30%.

B-1.5.4 Less than 1 month notice - no refund, no transfer.

\*Transfers must be within 364 days of the current reserved date.

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B - 1.6 Refunds for golf at Foster, McMillen and Shoaff Municipal Golf Courses shall be in accordance with the following:

B-1.6.1 Full refunds less a \$5 or 10% (whichever is greater) processing and handling fee for season tickets may be granted by the Program Manager for health or relocating reasons. All refunds granted after the season starts will be subject to a prorated usage charge.

B-1.6.2 There are no refunds for green fees. In the case of inclement weather the following policy applies:

B-1.6.2.a On a 9 hole purchase, a 9 hole rain check will be given if fewer than  
5 holes have been played.

B-1.6.2.b On an 18-hole purchase, an 18-hole rain check will be given if fewer than 5 holes have been played or a 9 hole rain check will be given if fewer than fewer than 14 holes have been played.

B – 1.7 Appeal: Staff may request an appeal to the above policy by filling out the Refund Appeal form and submitting it to their Deputy Director for their review. The Executive Director or Deputy Directors have the authority to override the above policy.