

WINCHESTER PARKING AUTHORITY **REFUND POLICY**

Purpose:

To create a fair and consistent standard by which the Winchester Parking Authority (herein referred to as WPA) will issue refunds for contract (monthly) parking, transient (hourly) parking and proximity (access) card returns.

Definitions:

A "refund" is any funds given back to a customer whether in the form of cash, check or credit card return.

"Contract parking" is defined as specific spaces rented on a monthly basis.

"Transient parking" is defined as customers who pay by the hour to park in any of the garages.

"Proximity cards" are issued to monthly parkers in order for them to have access into and out of their respective garage.

Policy for Contract (monthly) Parking:

1. A refund equaling one half of the month's rent will be issued only if the space or spaces are cancelled and WPA receives written Notice of the intent to cancel prior to the 16th day of the month.
2. A proximity card refund equaling the deposit fee will only be issued where the customer's account is in good standing at time of cancellation and card is returned to WPA in good, working condition. Replacement card fees do not apply.

Policy for Transient (hourly) Parking:

1. All refund requests will be considered on a case by case basis. Requests must be made within 7 days of occurrence. Requests made after 7 days will not be considered.
2. Requests must be made in writing addressed to the WPA Director. A receipt must be presented at time of refund request.
3. It is the requestor's duty to ensure delivery of the request for a refund. If a request has not been received by the WPA within seven (7) days of the occurrence, it will not be considered.
4. Where it is determined that a request for refund has been made as a result of an occurrence arising from customer user error, it will not be considered for the issuance of a refund.
5. Refunds requested by a customer for their hourly parking will be considered only if there is suspicion or proof of equipment malfunction or failure.
6. All refund decisions will be made at the sole discretion of the WPA Director after review of the request which decision shall be final and unappealable. The Director will investigate the occurrence through the use of surveillance video as well as our computer system where available.