

## **WINCHESTER DEPARTMENT OF PARKS AND RECREATION** **REFUND POLICY**

### Purpose:

To create a fair and consistent standard by which the Winchester Parks and Recreation Department (herein referred to as WPRD) will issue refunds for various programs, facility rentals, daily visits and household credit balances.

### Definition:

A refund is any funds given back to a customer whether in the form of a check, credit card, or household credit balance. A program is considered any class, program, league, or event run by WPRD. A facility rental includes all shelters, building rooms, athletic fields, aquatic facilities and fees paid for green or open space usage. A daily visit includes the pools, gym, fitness room, game tables and drop-in fees for classes. Cash refunds will only be given to daily drop-in visits that meet the criteria stated in the policy below.

### Policy:

1. If a customer is requesting a refund prior to the register by date, they have the option of a check refund, a credit to their credit card (if it was used in the original transaction) or a household credit. A 30% processing fee will be deducted from the refund total for check or credit card refunds. Household credit balance refund request given prior to the registration deadline will be credited in full to the household account. Any refund given after the registration deadline, with the exception of cancelled classes or medical note signed by a physician will have a 30% processing fee deducted from the total refund amount.
2. The HIVE Program-No School Days and Summer Camps will not offer a refund (except for medical reasons as addressed above) after the register by date, full payment will be required.
3. Facility rentals will require a 30% deposit at the time of reservation and the deposit will not be refunded unless WPRD cancels the reservation due to inclement weather or unexpected facility problems. If a cancellation is made 3 or more business days in advance of the reservation date, a refund will be issued minus the 30% deposit amount. The only exception to this policy is for Outdoor Pool reservations. Reservations may be cancelled by 6:00 PM on the day of scheduled use due to inclement or pending weather to receive a refund minus the 30% deposit. For inclement weather, Outdoor Pool reservations may be rescheduled prior to 6:00 pm the day of scheduled use or a refund in full may be placed back on their household account. No refunds will be issued for any reservation cancelled after 6:00 pm on the day of scheduled use. A customer may reschedule his/her reservation without penalty if it is greater than 3 business days prior to the scheduled reservation.

4. Refunds for participation in WPRD special events will only be given if the special event in question is cancelled. All tickets sales are non-refundable. Outside users having a special event with WPRD will follow the refund guidelines for facility rentals.
5. Daily visits will be refunded if a refund is requested within 30 minutes of the same day visit and facilities have not been utilized by a patron.
6. Household credit balances on non-active households are held for a period of 12 months from the date of creation. After the 12 month period household credit balances below \$35.00 will be forfeited. Those households with credit balances above \$35.00 will be sent a certified letter advising the customer that within 30 days the credit must be used on park services; a refund check request minus 30% processing fee will be processed within 10 days and mailed from the City Finance Department payable to the primary household member; if no response is received within the 30 day time limit the customer forfeits their credit balance and those funds will be deposited into the WPRD forfeited credits revenue account.
7. All receipts issued by the Winchester Parks and Recreation will state the following:

*“The Winchester Parks and Recreation Department will hold a credit balance on any non-active household for a twelve month period. Once the time period has elapsed the balance is then at the discretion of the department’s refund policy.”*

**Approval:**

\_\_\_\_\_  
Parks & Recreation Director Date

\_\_\_\_\_  
Finance Director Date

\_\_\_\_\_  
City Treasurer Date

\_\_\_\_\_  
City Manager Date

\_\_\_\_\_  
City Attorney Date