

5.1 Refund Policy

Effective date: 1/12/2024

Approved by: Jacqueline O'Connell, Executive Director

Purpose

To outline under what circumstances a refund for services is eligible.

Policy

All programs and reservations are conducted rain or shine unless otherwise stated and every effort will be made to provide the program and reservation as originally scheduled. MetroParks reserves the right to cancel any program or reservation for reasons of safety or for circumstances beyond our control. All participants will be notified of cancellation by phone or email, to the contact information on record.

Program Refunds

If the minimum number of registrants for programs requiring registration is not reached by the stated deadline, the program may be cancelled.

Public Programs

- **Cancelled by Participant:** Fees may be refunded if a request is received at least 14 days prior to the start of the program. A processing fee of 10% will be deducted from the refund total. Refunds will not be issued for requests made less than 14 days prior to the start of the program.
- **Cancelled by MetroParks:** Fees will be fully refunded.
- **Proration of Participation Fee:** Fees for programs with multiple dates in the same session will not be prorated for those unable to attend all dates.

Private Programs

- **Cancelled by Participant/Group:** Fees may be refunded if a request is made 30 days prior to the start of the program. A processing fee of 10% will be deducted from the refund total. Refunds will not be issued for requests made less than 30 days prior to the start of the program. The program may be rescheduled if a mutually agreed upon date is available within one calendar year.
- **Cancelled by MetroParks:** All fees paid will be fully refunded unless the program can be rescheduled to a mutually agreed upon date.

Vendor Fees

- **Registrations Cancelled by Vendor:** Fees are not refundable.
- **Programs Cancelled by MetroParks:** Fees will be fully refunded.

Facility Refunds

- **Reservations** (*Indoor Facilities, Camping, and Shelters*): Requests must be received at least 14 days prior to the scheduled date of use. Reservation may be rescheduled but must be used within one calendar year. If that is not possible, a full refund minus a 10% processing fee will be issued. If cancellation occurs less than 14 days prior to the scheduled date of use, there will be no refund. Reservation may be rescheduled but must be used within one calendar year.

Refund Methods

- Refunds will be made by check and may take up to four weeks to process.