

Refund and Cancellation Policy for Facilities

Effective Date: June 1, 2007

Purpose: *In an effort to further standardize processes in the RRPARD we are compelled to change our facility reservation and refund policy. As our rental facilities and demand increases in order to provide excellent customer service and efficiency for our staff we recommend the following internal practice changes.*

Develop common definitions:

Reservations- A complete payment of the deposit and rental must be made at the time of booking for reservation of the facility. We will not offer any courtesy holds. If the rental is in excess of \$1,000, we will make arrangements to receive and process the deposit at the time of booking and set up (3) three payments for the rental price. The final rental payment must be made no later than (14) fourteen calendar days prior to the rental. Reservations are first come first serve based on payment of fees.

Cancellation- it is the policy of the Round Rock Parks and Recreation Department to make a full refund to participants who register for a class, camp, special event, program or facility that is cancelled or closed by the Department or City of Round Rock.

Reservation Refund- is a customer generated request to relinquish use of a facility. These facilities include but are not limited to a pavilion, sports field, or facility room. Reservation Refunds will be processed in the following manner:

Option 1) Use the existing balance for a future booking in a facility with in RRPARD

Option 2) Request a reservation refund.

Reservation Refunds requested **30 calendar days or greater** from the event date will receive a 100% refund less a \$25 administrative fee.

Reservation Refunds requested **29-15 calendar days** from the event date will receive a 50% refund of total rental fees and loss of deposit.

Reservation Refunds requested **14 calendar days or less** will forfeit all rental and deposit fees.