

PENDER COUNTY PARKS AND RECREATION DEPARTMENT  
REFUND POLICY–EFFECTIVE July 1, 2021



## **I.PURPOSE AND AUTHORITY OF ADMINISTRATIVE REGULATION**

The purpose of this administrative regulation is to adopt a fair and equitable refund policy for all fee-based rentals, classes, programs, and leagues.

## **II. POLICY**

Refunds for all fees, dues, and charges for the Parks and Recreation Department are set forth by this document. Requests for refunds should be made in writing by the customer and submitted to the Administrative Office. Refunds are awarded based on fee type and reason for refund.

Categories are as follows:

### **RENTALS**

#### **1. Cancellation by Staff**

There may be occasions when cancellations are made by Pender County Parks and Recreation due to a facility conflict, safety issue, or other unforeseen event. In the case that PCPR cancels a reservation in its entirety, customers will receive a 100% refund.

#### **2.Cancellation by Customer**

Rental refunds will be permitted under the following circumstances:

- a. 100% refund of deposit and rental fees will be awarded to any renter if the request to cancel is made at least 30 days before the rental date. Minus the County administrative fee.
- b. 50% refund of rental fees and 100% of any additional fees will be awarded to any renter if the request to cancel is made between 29 and 14 days before the rental date. Minus the County administrative fee.
- c. 0% refund of rental fees and 100% of any additional fees will be awarded to any renter if the request to cancel is less than 13 days before the rental date.
- d. Inclement weather -100% of rental and any additional fees will be refunded to outdoor only permits (i.e. shelter, fields, and gazebo rentals). Other inclement weather situations will be considered on a case by case basis (i.e. snow, ice, etc.). Minus the County administrative fee.

#### **3.Rescheduling a Cancelled Reservation by Customer**

A customer may choose to reschedule an event or reservation in lieu of a complete cancellation. Rescheduling a reservation is acceptable as long as the request is made at least 2 days in advance and for a similar venue. Should the venues differ in price, the difference will either be due at the

time of reschedule or refunded to the customer. Reservations must be rescheduled at the time of request and credit cannot be saved for future use. Requests to reschedule received less than 2 days prior to the reservation date are subject to the policy in 2c.

#### **4. Medical or Hardship Withdrawal**

A customer may request a withdrawal or cancellation due to an unforeseen medical or hardship condition outside of designated refund request times or during the course of the reservation. The request must be made in writing and submitted to the Pender County Parks and Recreation Department. The participant or renter may receive a full or prorated refund based on a case by case review by the Parks and Recreation Director or designee.

### **PROGRAMS REGISTRATION**

#### **1. Cancellation by Staff**

There may be occasions when cancellations are made by Pender County Parks and Recreation due to the failure of a class or program to meet a minimum participation requirement, an instructor vacancy, facility conflict or safety issue, or other unforeseen event. In the case that PCPR cancels a program, class, or league in its entirety, customers will receive a 100% refund. In the case that a cancellation occurs during the course of a program, class, or league, the refund or credit will be prorated.

#### **2. Withdrawal by Customer**

A participant wishing to withdraw from a class, program or league that has not been canceled by PCPR must request to be withdrawn in writing or by phone to the Administrative Office before the scheduled start of a class, program, or league's first practice.

Refunds will be permitted under the following circumstances UNLESS OTHERWISE STATED:

- a. 100% refund of program fees will be awarded to any participant or guardian if the request to cancel is made 7 days prior to the end of registration. Minus the County administrative fee.
- b. 50% refund of program fees and will be awarded to any participant or guardian if the request to cancel is made 6 days or less prior to the end of registration. Minus the County administrative fee.
- c. 0% refund of program fees will be awarded to any participant or guardian if the request to withdraw is made after the start of the program, class, practice, etc.

#### **3. Medical or Hardship Withdrawal**

A customer may request a withdrawal or cancellation due to an unforeseen medical or hardship condition outside of designated refund request times or during the course of the activity. The request must be made in writing and must be made to the Pender County Parks and Recreation Department. Requests submitted to coaches, instructors, volunteers, or individuals other than Parks and Recreation Staff will not be honored. The participant may receive a full or prorated refund based on a case by case review by the Parks and Recreation Director or designee.

### **III. PROCEDURES**

#### **1. Timeframe**

Refund Requests made to staff during regular business hours can be received via phone, email, or in person. Should a customer need to cancel outside of regular business hours or if inclement weather occurs, Refund Requests must be made by voicemail or email before the start of the reservation, class, or practice time. No refunds will be issued for inclement weather unless a request is received prior to the start of the reservation. All requests will be reviewed by the Parks and Recreation Director or designee. Requests will be processed by staff within one week of submission. Timelines for refunds to credit or debit cards are controlled by the banking institution who issued the card and vary depending on establishment. Please check with your bank for an estimation of return. Refunds by check may take an additional 1-2 weeks to receive and will be mailed to the address on file.

## **2. Refund Recipient**

Refunds will only be issued to the payee of applicable rental or program fees and sent only to the address on file for the payee.

## **3. Special Circumstances**

Special circumstances related to withdrawal or cancellation requests not specifically covered within this policy will be determined at the discretion of the Parks and Recreation Director or designee.