

PUBLIC WORKS DEPARTMENT

FACILITY FEE AND RECREATION PROGRAMS REFUND POLICY

Refunds issued for rental fees of the following city facilities shall be as follows:

ROTARY RIVER CENTER, TELFER PARK PAVILION, AND BIG HILL CENTER

- Total fee, less 50% of clean-up/damage deposit, is returned if cancelled 30 days or more prior to the rental date.
- Total fee, less 100% of clean-up/damage deposit, is returned if cancelled within 30 days of the rental date
- No refunds for inclement weather
- A refund requested for other reasons shall be decided on a case-by-case basis at the sole discretion of the Director of Parks and Recreation

KRUEGER POOL

- Inclement weather - Rain check may be issued
- Closure of the pool by the City for other reasons - Rain check may be issued
- Less than 1 hour remaining for open swim- No rain check will be issued
- No cash refunds shall be issued.
- A refund requested for other reasons shall be decided on a case-by-case basis at the sole discretion of the Recreation Supervisor, or his/her designee

PARK SHELTERS

- Total fee, less a \$15 administrative fee, is returned if cancelled more than 7 days from the date of the reservation.
- No fee will be refunded if cancelled 7 days or less from the date of reservation
- Inclement weather, renter may reschedule to another date within 2 business days of the reservation date.
- A refund requested for other reasons shall be decided on a case-by-case basis at the sole discretion of the Director of Parks and Recreation

Refunds issued for fees paid for the following recreation programs shall be as follows:

RECREATION/POOL/ICE RINK PROGRAMS

- Total fee shall be refunded for a class/activity cancelled by the City prior to the start date
- Total fee, less a \$15 processing fee, shall be refunded if customer cancels prior to the start date

This policy is subject to change at the sole discretion of the City of Beloit.