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**REFUND POLICY**

# General Refund Information

If the original payment method was credit or debit card, a refund will be issued to the card used for payment. If the original payment method was cash or check, a refund will be issued via a City check. Be aware, these checks may take up to three (3) weeks to process. No cash refunds will be granted for any circumstance.

# Program Refund Policy

For a full refund, requests for refunds must be made 7 days prior to the start of the program or session. No refunds will be given after this date. Special consideration may be given for life-altering situations\*.

# Admissions and Greens Fees Refund Policy

No refunds for daily admissions or green fees will be granted for any circumstance including inclement weather, inappropriate attire, or rule infractions/disorderly conduct.

# Pass Refund Policy

All passes are non-transferable and non-refundable from the time of purchase\*.

Rental Refund Policy

Buildings/Rooms/Aquatic Facility

For a full refund, requests for cancelation must be made 7 days prior to the rental. Cancelation after this date, but prior to the rental date will result in refund of rental fees but a loss of deposits paid. Refund of deposit and rental fees requested after the reservation date will not be given\*.

\*Exceptions to policy may be made in cases of hardship with Manager’s discretion. Please contact the Miamisburg Parks & Recreation office to discuss these circumstances.