



REFUND POLICY

General Refund Information

All refunds must follow the appropriate refund policy, including the completion of the refund request form. All refund requests are subject to approval. Refund request forms may be obtained at the main service desk at the Miamisburg Community Center located at 305 E. Central Ave.

No cash refunds will be granted for any circumstance. Refunds may be processed as a return credit to the card that was used in the original transaction. Refunds for any transactions using check or cash will be issued as a check back to the patron and will take up to three (3) weeks to process.

Program Refund Information

The Miamisburg Parks and Recreation Department understands that schedules change, and circumstances arise that may require participants to withdraw from programs. The department is happy to assist in moving your registration to another session or program of equal value. Movement into higher priced programs may require additional fees. Movement into a program of lesser value will not result in further refund. Instead those balances may be transferred to a Household Credit.

If you would prefer to cancel your registration entirely, a \$5 service charge per session will be charged to any refund amount, regardless of circumstance.

All requests for monetary refund must be made two (2) weekdays prior to the start of the program or session. No monetary refund will be given after this time period, unless evidence of proven hardship is provided for consideration. Exceptions to this include day camps, specialty camps, programs costing less than \$5 and programs from which the withdraw of registration will drop participation below the minimum participation number.

No refund will be granted for programs totaling less than \$5 after the service charge is assessed. Remaining balances less than \$5 may be added to a household as a credit.

A \$20 service charge will be withheld from any camp refunds. No refund will be issued after 7 days prior to the first day of camp.

Household Credit Refunds

After a balance is converted to a household credit it may not be refunded in any form. The balance may be used for any future purchases with Miamisburg Parks and Recreation. Household credits must be used with 24 months of receipt. All household balances older than 24 months will be erased without refund or voucher.

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

Once initially used, all passes are non-transferable and non-refundable. Refund request for passes will be granted only for unused passes, when evidence of an approved hardship situation is presented.

Rental Refund Policy

Shelters

Currently no fees are charged for shelter reservations. If you no longer plan to use a park shelter after it is reserved, please inform the Parks and Recreation Department at 937-866-8999.

Buildings/Rooms

Reservations for buildings and rooms must be paid in full, including a damage deposit at the time of reservation. Cancellation requests should be submitted in writing thirty (30) days prior to the reservation. A \$20 service charge will be withheld from deposit money on all refunds. Any cancellation request made less than thirty (30) days from the start of the rental will be refunded according to the following schedule (withheld amounts will be deducted from the deposit money before refunding):

Amount being returned to renter:

30+ Days: 100% Deposit amount minus \$20 + 100% of rental fee

15-29 Days: 100% of deposit amount minus \$20 + 75% of the rental fee

7-14 Days: 100% of deposit amount minus \$20 + 50% of the rental fee

Less than 7 Days in Advance: 100% of deposit Amount minus \$20 + 25% of rental fee

Less than 1 day or no-show: No refunds will be issued.

Athletic Fields

Athletic Fields may be rented individually or for multiple rentals at a time. Those wishing to pursue multiple rentals in a season should contact sarah.mcpherson@cityofmiamisburg.com. Individual rental fees may be refunded if canceled 7 days in advance. Cancellations and refunds due to inclement weather will be decided by the Miamisburg Parks and Recreation department. No refunds will be given for field cancellations made after the start of play.

Refunds eligibility for persons with multiple rentals will be outlined in the rental use agreement produced at the time of reservation. Please refer to your individual use agreement or email Parksandrec@cityofmiamisburg.com.

Sycamore Trails Aquatic Center

A deposit of the first hour rental fee is due at time of reservation. No dates will be reserved until a deposit is received. The remaining balance must be paid 14 calendar days prior to your scheduled rental date.

Cancellation Policy

If you wish to cancel your rental, you must notify the Aquatic Facility Manager in writing. If the notification is received before the balance due date, 75 percent of the deposit will be returned. If the notification is received after the balance due date (14 days prior), 50 percent of the deposit will be returned. Therefore, 25 percent of your initial deposit is non-refundable.

Inclement Weather

Should your rental be threatened by inclement weather, we recommend that you contact the Aquatic Center as soon as possible. In the event of inclement weather (thunder, lightning, etc.), the Aquatic Facility Manager will make the determination to cancel.

Cancellation Due To Non-Payment

The remaining balance must be paid 14 calendar days prior to your scheduled rental date. If the remaining balance is not paid by the balance due date, staff will make every effort within reason to contact you for payment. Should the balance not be paid 7 days prior to your event the Aquatic Facility Manager reserves the right to cancel your reservation and refund the deposit according to the proration outlined in the cancellation policy.

Canceled By Department

It is important to note that your Facility Rental may be canceled by the Parks and Recreation Department for any reason; mainly due to water quality, facility equipment, or inclement weather. In the event that the Parks and Recreation Department cancels your rental, rescheduling or refunding will be at the discretion of the Aquatic Facility Manager.

Event Refund Policy

Event fees for events organized by a third party are generally charged after the event. Deposits are generally non-refundable. Please direct any questions regarding these fees to Sheila.Russell@cityofmiamisburg.com

Vendor fees are refundable upon the discretion of the Miamisburg Parks and Recreation Department. All requests should be made as far in advance as possible to Sheila.Russell@cityofmiamisburg.com.