

City of Miamisburg Parks and Recreation Department Policy

REFUND POLICY

PURPOSE: To define the refund policy pertaining to paid offerings within the Parks and Recreation Department.

GENERAL RULES:

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 reason.

PROGRAM POLICY REFUNDS: 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 will be given for life-altering situations.

ADMISSIONS AND GREENS FEE REFUNDS: 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 deposits and rental fees requested after the reservation date will not be given.

*Exceptions to this policy may be made due to life-altering circumstances or at the discretion of staff. To request a refund, please contact the Miamisburg Parks & Recreation office to discuss your experience.

Approved By:



Ryan Davis
Parks & Recreation Director

11/06/2023

Date

Approved: 11/06/2023

Last Review: 11/06/2023

Approving Authority: Parks & Recreation Director

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