



## Refund Guidelines

The following are guidelines for requesting a refund for special events, programs, rentals, facilities and other Department amenities. Programs offered and paid for through third party organizations such as Calvert Nature Society and some youth sports, must contact said organization regarding any refund procedures. The Department reserves the right to cancel all reservations providing as much notice as possible. Reservations cancelled by the Department will receive a full refund unless the cancellation is due to a violation of policy such as non-payment of balance.

It is to be understood that the reservation date or program dates listed on a permit is strictly for the dates listed on the permit. Refunds will not be approved due to poor weather conditions, unless the County closes the program, park or facility due to inclement weather or other emergency.

All refund and date transfer requests must be submitted in writing, by fax, or via e-mail to the Department and be accompanied by a copy of the paid receipt unless otherwise noted. Phone transfers are not accepted. Refund requests or date transfers must be made at least fourteen (14) days prior to the reserved date or program start date unless otherwise noted in this section. The prevailing administrative fee will be applied to all refund or transfer requests. Refund requests do not automatically mean approval of a refund. If payment was made by check or cash, then approved refund requests will be received in the form of a County-issued check in approximately six (6) to eight (8) weeks unless otherwise noted. Credit card refunds will be processed within five (5) business days. The prevailing cancellation/date transfer/refund fee will be applied to all cancellation/transfer requests. Online convenience fees for online purchases are non-refundable.

In lieu of a refund, the Department may offer the participant a program credit. The credit may be applied toward the cost of any future recreation program registration, facility rental or activity. No administrative service charges will be deducted when a credit is accepted by the participant. Credit would expire one (1) year from date of issuance. The existence of an account credit per this manual is not eligible for a refund. The Director of Parks and Recreation or designee must authorize all refunds unless otherwise noted in this section.

**The above is extracted from the Parks & Recreation Revenue & Fee Policy and manual, adopted on 10/29/2019. The complete Policy and manual is available in the Quick Links Section of our website.**