



ADMINISTRATIVE POLICY

Policy No.: 1-06
Issued: 6-9-2020
Revised: _____

SUBJECT: Refund Policy

PURPOSE: To establish the parameters and process for refunds of fees paid to the Harrisonburg Parks and Recreation Department.

POLICY: The Harrisonburg Parks and Recreation Department shall implement and coordinate all refund procedures as listed below.

DEFINITIONS:

HPRD: the Harrisonburg Parks and Recreation Department

PROCEDURES:

1. General

- 1.1 Refund requests must be made in writing on the Refund Request Form (Attachment A).
- 1.2 Refunds will be issued when in compliance with this policy, the Registration Policy and Procedure, or the Facility Reservation Usage Policy.
- 1.3 There will be no refunds issued when a request is submitted with less than a (14) day notice.
- 1.4 No refunds allowed once the registered program/camp/activity begins/concludes or the facility reservation date has passed.
- 1.5 A refund request submitted during the registered program/camp/activity that is due to an emergency or medical reason (i.e. broken bone, hospitalization etc.) will be considered when proper documentation accompanies the Refund Request Form.
- 1.6 The Refund Request Form must be completed by the payee in accordance this Refund Policy. Refunds will be issued to the original payee only.
- 1.7 The Refund Request Form must include original payee information including verification of mailing address.
- 1.8 Refunds will be returned:
 - 1.8.1 When original payment is made via Credit Card, refund will be made to the same credit card within 5-7 business days of notification.
 - 1.8.2 When original payment is made via cash or check, refund will be made in the form of a City of Harrisonburg check issued by the Harrisonburg Finance Department. See section 8 of this policy.
- 1.9 Refund requests must be approved by the Parks and Recreation Director or designee and verified by the Harrisonburg Finance Department.

2. Programs, Classes, Events, Activities, Trips, Camps or Athletic Leagues:

- 2.1** Refund requests must be made in writing on the Refund Request Form (Attachment A) (14) days prior to the start of the registered program/class/event/activity/trip/camp/athletic league date or facility reservation date.
- 2.2** A full refund will be given less the cost of any admission, uniform, transportation fee or fees that have been paid to vendors or organizations on the participant's behalf when the request is submitted (14) days prior to the date.
- 2.3** Requests for refunds will not be accepted once the registered program, class, event, activity, trip, camp or athletic league begins.
- 2.4** Requests for refunds will not be accepted once the registered program, class, event, activity, trip, camp or athletic league concludes.
- 2.5** Registered participants in a program, class, event, activity, trip, camp or athletic league will receive a full refund if/when the program, class, event, activity, trip, camp or athletic league is cancelled by the City of Harrisonburg Parks and Recreation Department.

3. Fitness Memberships, HOGC Season Pass, Westover Pool Season Pass:

- 3.1** Memberships or season passes may be eligible for a refund when the request is received in writing within (3) days of the purchase of the membership or season pass.
- 3.2** No refund for memberships or season passes will be issued after the third day from purchase.
- 3.3** No refunds will be issued when a facility is closed due to maintenance or inclement weather.

4. Facility Reservations

4.1 Cancellations

- 4.1.1** Requests for Facility reservation refunds must adhere to the Facility Reservation Usage Policy.
- 4.1.2** All cancellation refund requests must be submitted in writing and approved by the Parks and Recreation Department Director or Designee.
- 4.1.3** Refund requests for cancellation of a Facility Permit must be made, in writing, fourteen (14) days prior to the facility reservation date.
- 4.1.4** There will be no refunds issued when a cancellation request is submitted with less than a fourteen (14) day notice.

4.2 Security Deposit Refund

- 4.2.1** Reservation must be conducted in accordance with the rules and regulations as outlined in the Facility Usage Policies.
- 4.2.2.** If facilities are left clean and undamaged and all policies and procedures have been followed, then the deposit will be returned to the Authorized Agent as identified on the Facility Usage Permit Application.

5. Transfers

- 5.1 Registrations, Facility Reservations, Memberships, Season Passes and Gift Certificates may not be transferred to another person.
- 5.2. A request to transfer to an alternate program session or reservation date may be considered when submitted by the individual whose name appears on the registration or facility reservation form, or parent or legal guardian if participant is under age 18.
- 5.3 A request to transfer to an alternate program session or reservation date must be submitted, in writing, (7) days prior to the registered program, class, event, activity, camp or athletic league begin date or facility reservation date.
- 5.4 Transfers must have the approval of the Parks and Recreation Director or designee.
- 5.5 There are no transfers for trips hosted by the Parks and Recreation Department.

6. Gift Certificates

- 6.1 There are no refunds for gift certificates issued by the Harrisonburg Parks and Recreation Department.
- 6.2 Gift Certificates are non-transferrable.

7. Rain Checks

7.1 Heritage Oaks Golf Course

In the event that a golf course manager determines that the Course is unplayable due to inclement weather or suspends play due to hazardous conditions (storm, lightning), rain checks may be issued upon request as follows.

Customer Paid for 18 Holes		
How Many Holes Did They Complete?		
Less than 6	6 - 14	15 or more
Rain Check for 18 Holes	Rain Check for 9 Holes	No Rain Check
Customer Paid for 9 Holes		
How Many Holes Did They Complete?		
Less than 6		7 or More
Rain Check for 9 Holes		No Rain Check

**Rain checks will be issued for green fees and golf cart based on the above chart.

8. Refund Processing

- 8.1 Refunds must have approval by the Parks and Recreation Director or designee.
- 8.2 Refunds via check must be approved by and processed through the City of Harrisonburg Finance Department and take 3-4 weeks to process.
- 8.3 Refunds issued in the form of a City of Harrisonburg check will be made payable to and mailed to the original payee.