
Refund and Cancellation Policy

PURPOSE

The Department of Parks and Recreation provides quality programs, services, and facilities. If at any time a customer is not satisfied, the department wants to know. We will work to rectify any issues with the customer. We use this policy as a guide to help to meet and exceed customer expectations. We will always try to find another service, program, rental, or event to better meet the customer's need(s).

POLICY STATEMENT

To qualify for a refund, a customer must have previously paid a fee to the department by check, credit card, cash, or money order, or redeemed a Gift Certificate to participate in a program; utilize a service; purchase a recreation center membership; rent equipment; or rent or reserve use of a facility or field.

PROCEDURE

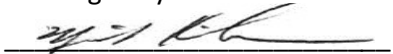
1. Refund/cancellation requests must be noted in Activenet with information that includes the reason for the refund request and the name of staff issuing the refund for auditing purposes.
2. Refunds will be provided in the form of cash, check or credit on a debit/charge card, depending upon the customer's method of payment for the original transaction or a gift card if the original transaction method is unavailable or at a customer's request.
3. Credits may not be applied to a customer's departmental account. The amount of the refund may be issued as a gift card.
4. Administrative processing fees are not refundable. This includes permit fees, registration fees, late pick-up fees, and reinstatement fees.

Approved refunds will be processed back to the appropriate payer and payment method:

- a. Cash refunds are subject to the availability of funds at any recreation center
- b. Check refunds can take approximately 30 calendar days to be issued
- c. Credit card refunds should post in 2-3 business days
- d. Some credits can be placed on departmental gift cards at the time of transaction

REQUESTS

1. Classes, Programs, Parties and Room Rentals:
 - a. Refund/cancellation requests received 7 calendar days in advance of a program start date will be honored in full, less deposits or registration fees.
 - b. If a cancellation notice or refund request is not received prior to the start of the program, the customer is responsible for the full price of the program.
 - c. Refund/cancellation requests received after the 7 days in advance but prior to the program start date will be honored in the following manner (customer may choose):
 - A 50% refund of the total fee, or
 - A transfer of the service to another available date and/or Parks and Recreation site that offers a similar service.
 - d. Recreation Center Group Fitness Punch Card – Refunds are only applicable to unused punches on the card.
 - e. Swim Programs – Refunds are provided if the participant fails a required eligibility test.


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Director

- f. Personal Training/Swim Private Lessons – Refunds are only applicable to unused sessions. Cancellation requires 24-hour notice and the patron will work with the personal trainer to reschedule cancelled session(s). Refunds will not be granted if 24-hour notice was not provided prior to cancellation. Session(s) must be used within 6 months from the original date of purchase, after which, no refunds will be granted.
2. Out-of-School Time Programs and Camps/Sports and Specialty Camps:
 - a. Requests should be submitted in writing to OSTRegistration@vbgov.com at least 7 days prior to the start date to be eligible for a refund, minus any non- refundable fees.
 - b. Requests submitted less than 7 days but prior to the start date are eligible for a 50% refund.
 - c. Non-Refundable Fees include registration fees, camp deposits, administrative processing fees such as returned check, late pick-up, and reinstatement fees.
3. Recreation Center Memberships and Day Passes
 - a. Annual Memberships may be refunded within 7 days of purchase.
 - b. Thirty-day memberships are not eligible for a refund.
 - c. Day Passes and Fun Packs are not eligible for a refund. Exception: Pool closes for weather before the customer enters the water.
 - d. Payment Plans: Memberships purchased using a payment plan that have been stopped due to two consecutive missed payments without bringing the account current are not eligible for a refund.

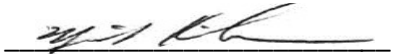
NOTE: Any military member who receives orders to relocate will receive a prorated refund for the time remaining on their membership.

Special Use

1. Disc Golf, Picnic Shelter, Park Land Use, Show Mobile Rentals
 - a. Cancellations received 21 days or more prior to the event will be charged a 10% cancellation fee. Cancellations received less than 21 days prior to the event will be charged a 25% cancellation fee. All permit fees associated with reservations are non- refundable.
 - b. Rain Date - Reservations will not be refunded or rescheduled based on the weather forecast. If the event is rained out, please call (757) 385-7275 within seven (7) business days after the rental date to reschedule or request a refund. At the time of call, the shelter reservation must be rescheduled within the current calendar year, or a refund will be processed.
2. Boat Rentals and Launches – No refunds are provided for:
 - a. Boat launches once boat has been launched;
 - b. Canoe/kayak rentals once craft has been rented and launched
 - c. Fishing pier once entered
 - d. Parking once lot has been entered
 - e. Permit processing

Sports Management: Youth and Adult Sports Leagues

1. Team Registrations
 - a. No refund will be given if a team withdraws from the league after schedules are distributed.
 - b. If a team withdraws from the league 7 days or more in advance of the league schedules being distributed, a full refund will be given.
 - c. If a team withdraws fewer than 7 days before schedules are distributed, a 25% cancellation fee will be assessed.
2. Individual Registrations
 - a. Refund, cancellation, or withdrawal requests must be made in writing to cwathletics@vbgov.com.
 - b. Refund, cancellation, or withdrawal requests received 7 days in advance of the program start


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date will be honored in full less any deposits or registration fees.


- c. Refund, cancellation, or withdrawal requests received after the 7-day period but prior to the program start date will be honored in the following manner. You may choose a 50% refund of the total fee or a transfer at the time the refund is requested to another available Parks and Recreation class or service.
- d. No refunds will be provided for: registration fees or requests received on or after the program start date. If a written cancellation or withdrawal notice is not received prior to the start of the program, you are responsible for the full price of the program. Accounts will not be credited.

Sports Management: Field Rental Contracts

1. Outlying Fields: (not PAAC or City View)
 - a. No refunds will be processed unless written notification of cancellation is received by the Sports Management Office no later than 21 days prior to the use date. A \$25.00 cancellation fee per field per day will be deducted from your total refund. There are no refunds for field use cancelled less than 21 days prior to the use date. No refunds will be given for unused fields that were rented or for the unused time during a rental period.
 - b. If inclement weather causes fields to be unsafe for play, every attempt will be made to reschedule the rental. If no use has occurred on the rental day and use cannot be rescheduled within sixty days, a full refund for that rental day will be given. ** It is the renter's responsibility to notify the Sports Management Office if the field is unplayable and request to turn off the lights if programmed for rental. Failure to notify the Sports Management Office prior to programmed light use will result in forfeiture of the total fee paid for field use and lights.*
2. City View and PAAC
 - a. No refunds will be processed unless written notification of cancellation is received by the Sports Management Office no later than 21 days prior to the use date. For ball diamonds, a \$25.00 cancellation fee per field per day will be deducted from the total refund. For multipurpose fields, a \$10 per hour rented for synthetic and \$7 per hour for natural grass cancellation fee will be charged. There will be no refunds for field use cancelled less than 21 days prior to the use date. No refunds will be given for unused fields that were rented or for unused time during a rental period.
 - b. If inclement weather causes fields to be unsafe for play, every attempt will be made to reschedule the use. If no use has occurred on that day and use cannot be rescheduled within sixty days, a full refund for that day will be given. If use has begun on the rental date and inclement weather moves in, play will be delayed until fields are deemed safe for play. If play cannot be resumed or if play is resumed and more inclement weather moves in, no partial refund will be given. If use has not begun on rental date and there is a delay due to inclement weather, facility staff will communicate with onsite contact as to an estimated start time. If the onsite contact determines they cannot proceed with their event due to the delay, a refund will be issued.
3. Special Use Permits – The processing fee is non-refundable & non-transferable.


EXCLUSIONS

1. Extenuating circumstances may cause an exception to any of the above, as recommended by supervisor and approved by Coordinator or higher.
2. Certain special purpose facilities, programs, or services may require separate agreements (e.g., Athletic Facilities and Lynnhaven Municipal Marina). Refund conditions are stipulated in those agreements and supersede this policy.
3. In the event of poor service or issues related to staff and/or facilities, the Department will issue up to a full refund.


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4. In the few individual cases where a credit has been placed on a customer account, refunds will be processed as follows:
- a. Any credit balance of \$5.00 or more remaining on a customer's account for over 60 days will automatically be refunded to the original form of payment. If a credit card has expired, a check or gift card will be issued and mailed to the customer at the last address listed. If the check is returned to the City of Virginia Beach, the check will go to the State as unclaimed money.
 - b. Any credit balance of \$5.00 or less that requires a payment by check will remain on the customer's account and be available to the patron for one year. At that time, the credit will automatically be forfeited without notice and used to support the department's Community Care Fund.

	Initials	Date
Reviewed	_____	_____
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