

**STAFF REPORT
ZEBULON PARKS AND RECREATION
REFUND POLICY**

Topic: Refund Policy
Prepared by: Sheila Long, Parks & Recreation Director

Advisory Board Recommended for Approval: February 2024
Adopted: June 2024

Section 1. Purpose

Zebulon Parks and Recreation Department offers a variety of programs, facility rentals, and services that may require fees to be paid by the user. There are circumstances in which a refund may be requested or authorized. This policy outlines how refunds may be applied.

Section 2. Cancellations by the Department

A full refund of registration and participation fees and charges will be made for all programs, activities, and events cancelled or adjusted by the Zebulon Parks and Recreation Department. No refunds will be made for any activity that costs less than \$10.

Section 3. Athletic, Camps, and Instructional Programs

For athletic leagues, camps, and other instructional programs, the following applies:

1. If a participant requests a refund, in writing, 10 calendar days or more in advance of the first day of athletic league practice or tryout, or 10 calendar days or more in advance of the first meeting of an instructional program, a full refund, minus a \$5 processing fee, will be issued.
2. Refund requests will not be granted for withdrawals made less than the 10 calendar days prior to the first meeting of the program or first practice/tryout for an athletic league. Exceptions may be considered for verified medical/hardship cases. Medical/hardship cases are considered on a case-by-case basis and may require additional documentation.
3. Refunds of adult athletic programs that require "team" registration will be issued based on league policy and are not subject to numbers 1 and 2 of this section.
4. Refunds will not be granted to participants dismissed from a program due to misconduct.

Exceptions:

A full refund of all fees paid, less a \$5 processing fee will be made if:

1. Prior to the athletic league first practice or tryout, or program meeting, a written excuse, from a licensed medical doctor, is provided indicating that the participant should not participate due to medical concerns or physical limitations.
2. Prior to the athletic league first practice or tryout, or program meeting, a written verification is provided that the participant has been included in either a Middle School, High School, or College program that prohibits participation in recreational programs.

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3. Prior to the athletic league first practice or tryout, or program meeting, a participant cancellation notice is provided to the Town for a program with an existing waitlist and another participant is able to register and pay required registration fees.

Section 4. Trips/Travel Groups

For trips and group travel programs, the following applies:

1. A full refund is granted for trips cancelled or adjusted by the Zebulon Parks and Recreation Department.
2. If a full refund is requested, in writing, prior to the registration deadline, a full refund minus a \$5 processing fee, will be made.
3. If a refund is requested, in writing, after the registration deadline, and 48 hours prior to trip departure, a 75% refund will be issued if the participant can be replaced from the waiting list.
4. If 48 hours prior to the trip departure, a written excuse from a licensed medical doctor is provided, indicating that the participant should not participate due to medical concerns or physical limitations, a partial refund will be issued after deducting expenses incurred by the Town of Zebulon such as prepaid admission fees, tickets, deposits, and a \$5 processing fee.
5. Refunds will not be granted for requests made less than 48 hours prior to the trip departure, nor after the trip begins or is completed.
6. For third-party contracted overnight trips, refund policies may vary based on the terms of the contracted agency.

Section 5. Rental

For rentals, the following applies:

1. The Town of Zebulon reserves the right to make cancellations to any reservation at any time due to staffing availability, weather and other unforeseen circumstances. Cancellation notices will be issued as far in advance as possible. All rental fees and deposits will be returned in full if the cancellation is initiated by the Town of Zebulon.
2. The Town of Zebulon will not be liable for any other costs incurred by Licensee due to cancellations made by the Town of Zebulon. When a rental is canceled by Zebulon Parks and Recreation, fees are 100% refundable.
3. Cancellations initiated by Licensee more than 30 days prior to the reservation date, in writing, shall be granted a refund of paid rental fees.
4. Cancellations initiated by Licensee within 30 days of the scheduled event, in writing, shall be granted a refund of 50% of the total rental fee.
5. All rental refunds will be charged a \$5 processing fee. Ongoing rentals and tournaments will be charged a \$25 processing fee.
6. Cancellations initiated by Licensee less than 48 hours prior to a reservation, in writing, shall be granted a refund of only any security deposit paid.
7. **Athletic Fields and Picnic Shelter Rentals:** Outdoor facility usage canceled by Zebulon Parks and Recreation due to inclement weather may be rescheduled, pending space availability. If the

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participate does not wish to reschedule the rental, the participate can submit a written refund request within 3 business days after the initial rental date.

Section 5. Requesting a Refund

All refund requests must be made in writing to the Recreation Assistant and approved by the Parks and Recreation Director.

Section 6. Applying Refunds

Original payments made by credit or debit cards will receive a refund applied to the same card. There may be circumstances where card payments will be refunded by check.

Original payments made by cash or a check will receive a check issued from the Town and mailed to applicants mailing address on file. The original check must have cleared before a refund will be issued.

The customer may also request a household credit placed on their registration software account.

Refunds will be processed within 2 weeks of the request and will be made to the person who made the original payment.

Credit card processing fees are charged by the registration and payment software and are not refundable.

Section 7. Exceptions

There may be extenuating circumstances in which the Parks and Recreation Director may authorize a refund outside of the terms outlined in this policy. Such situations should be rare and should be consistent with the Town's values and other adopted policies.