

# Owatonna Parks & Recreation Refund Policy

| Type of Refund   | Pertains to       |  |
|--|-------------------|--|
| General Terms  |                   | <p>A \$10 administration fee is applied to <u>all</u> refunds (except when cancelled by Parks &amp; Recreation).</p> <p>If an activity is cancelled by Parks &amp; Recreation prior to its completion, refunds are prorated.</p> <p>Refunds due to cancellation by Parks &amp; Recreation will be automatic. All other refunds must be requested by the purchaser.</p> <p>Refunds are issued after City Council approval, except when credit is applied on customer's account (when applicable).</p> <p>Registrations and memberships are not transferrable once a program starts.</p> |
| Programs/Classes   | P&R, SP           | No refunds are given after the program starts, except when due to injury or illness. Refunds are prorated, not to exceed 50% of the registration fee.  |
| Player Fees  | P&R               | Same as above.   |
| Trips  | P&R, SP           | No refund is given after the registration deadline, unless the spot can be filled by a waiting list or if there is no waiting list, a replacement is found by the participant.   |
| Memberships  | T&F, SP           | No refund is given except when due to illness, injury or moving from the area. Refunds are prorated, not to exceed 50% of the membership fee.  |
| Seasonal Memberships   | RSWP, BT          | Same as above + no refund is allowed after July 1 <sup>st</sup> .  |
| Pavilions/Facilities   | P&R, SP, RSWP, BT | <p>Facility rental refunds are given when 30 days advance notice is given. Damage deposit refunds are given regardless of notice.</p> <p>River Springs only: If the facility closes due to weather, a new reservation date can be requested, or a refund will be issued. For reservations made less than two weeks in advance of the date, only half of the deposit is refunded.</p>   |
| Rain Checks  | BT, RSWP          | <p>Rain checks are issued upon request when Parks &amp; Recreation closes a facility.</p> <p>Requirements: River Springs Water Park patron has been at the facility one hour or less. Brooktree Golf Course patrons must have completed less than half of their round.</p>   |
| <p>P&amp;R – Parks &amp; Recreation    SP – SeniorPlace    T&amp;F – Tennis &amp; Fitness Center    BT – Brooktree Golf Course<br/>RSWP – River Springs Water Park</p> |                   |  |