

**SAINT PAUL PARKS AND RECREATION
Policy and Procedures - DEPARTMENT**

NUMBER: DEP 7.2
PLACEMENT: Fees and Rentals

EFFECTIVE DATE: 09.01.2004
MOST RECENT UPDATE: 01.2018

SUBJECT: REFUND POLICY

PURPOSE: To provide clear refund guidelines and procedures for issuing refunds.

SCOPE: All Parks and Recreation employees who handle customer refunds

POLICY STATEMENT: Parks and Recreation will handle refunds as outlined in this policy for all fees collected. This policy will be made available to all customers at or before the time of fee payment.

If for any reason, a class or activity is canceled by Saint Paul Parks and Recreation staff **prior to the start**, a full refund will be issued or credit will be applied to a customer's account. Refunds for partial class attendance will not be considered unless Parks and Recreation initiates a cancellation prior to the end of the class or series. The Administration, Finance & Planning Manager, or their designee will determine the appropriate partial refund and a credit will be issued accordingly.

General Conditions

- Refunds must be initiated and approved by on-site or administrative staff, and must receive final approval by the Administration, Finance & Planning Manager or their designee.
- All refunds must be requested prior to the date of the event (or the first meeting of series). If tickets or other services/materials are purchased in advance for a program or activity, refund requests must be initiated prior to the date of these advanced purchases, or no refund will be given.
- Refunds will not be issued for any reason for any fees collected for service costing \$10 or less.
- Refunds for fees collected for service costing between \$10.01 and \$50 will be reduced by \$10.
- Refunds for fees collected for service costing greater than \$50 will be reduced by \$25.

Requested Refund Amount	Refund Reduced by
\$0.01 - \$10.00	No Refunds Given
\$10.01 - \$50.00	\$10 reduction
\$50.01 and up	\$25 reduction

Specific exemptions to the above are as follows and are incorporated herein as part of this policy. Unless specifically noted below, the above listed terms will apply.

Exceptions will be granted only if Parks and Recreation is unable to provide the full service for which a fee was originally collected (class or lesson cancelled, rental facility closed, etc.). In these cases, the Administration, Finance & Planning Manager or their designee may authorize refunds in amounts that vary from the structure as previously defined up to the amount of the original fee collected.

For Facility Rentals at the Marjorie McNeely Conservatory at Como Park and the Clarence W. Wigington Pavilion on Harriet Island

- Rental of areas of the Marjorie McNeely Conservatory and the Clarence W. Wigington Pavilion require a deposit.

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- If the rental is cancelled at any time **at least six months (180 calendar days) in advance** of the event date, the deposit will be refunded at 50% of its original value.
- If the rental is cancelled **less than six months (180 calendar days) in advance** of the event date, no refund will be given.

For Fees Relating to Activities at Recreation Centers

- All refunds will be reduced by a \$10 administrative fee, regardless of the cost of the original registration. Refunds will not be issued for any reason for any single registration that was \$10 or less.

For Municipal Athletics Related Fees

- All refunds will be reduced by a \$25 administrative fee, regardless of the cost of the original registration. Refunds will not be issued for any registration that was \$25 or less.
- Any refund requested after the first week of any sport registration period will be reduced by 50% of the original registration fee for that sport.
- No refunds will be given once league schedules have been sent out.
- Rental of any Municipal Athletic field requires a deposit.
- If the rental is cancelled **at least one month (30 calendar days) in advance** of the rental date, the deposit will be refunded at 50% of its original value
- If the rental is cancelled **less than one month (30 calendar days) in advance** of the rental date, no refund will be given.

For Public Event Permits

- Public Event Permits require a non-refundable application fee.
- Events cancelled **prior to April 30th and at least 60 days prior** to the event date will receive a refund of 50% of all fees paid.
- Events cancelled **30 to 60 days prior** to the event date will receive a refund of 25% of all payments made.
- Events cancelled **10 to 29 days prior** to the event will receive no refund of any payments made towards the facility/site charge or picnic pavilion rental, but will receive an 85% refund of any payments made towards stage erection, an alcohol service fee, a damage deposit, and/or required utility location costs.
- No refunds will be given for events cancelled **within 10 days** of the event date.

For Fees Paid Relating to Golf

- Golfers may receive a full refund of their fees paid for play (rounds and carts) if the refund is requested prior to the beginning of play.
- Golfers may receive a rain check if play is suspended due to inclement weather, or if they must leave due to a family emergency or sickness. Rain checks given for these reasons will be issued to golfers who purchased 9-hole tickets, but have played less than 5 holes, and golfers who have purchased 18-hole tickets, but have played less than 9 holes. If the holes played criteria is met, rain checks will be in the amount paid for the ticket, and if necessary, the cart.
- For merchandise purchased in the pro-shop, refunds will only be issued for un-used merchandise returned with a receipt within 90 days of the original purchase.
- Refunds for season tickets will be considered if customers can demonstrate an inability to play due to a condition of health. Refunds of this type will be pro-rated based on use prior to the change in health, and must be approved by the Special Services Manager and the

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Administration, Finance & Planning Manager.

For All Other Facility Rentals, including Picnic Permits

- Cancellation of a Facility Rental, including a Picnic Permit will be processed under the general conditions if the cancellation is requested **at least 14 calendar days** in advance of the event date. If the rental (permit) is cancelled **less than 14 calendar days** in advance of the event, no refund will be given.

REQUIRED ITEMS AND/OR RELATED INFORMATION:

For an Automated Registration related refund, the following items are required:

- Administration, Finance & Planning Manager or their designee's approval for refund
- Name of the registrant and address
- Date of the registration
- Copy of the registrant's receipt (if payment was made with check or cash)

For all other refunds, the following items are required:

- Administration, Finance & Planning Manager or their designee's approval for refund
- Name of the registrant
- Copy of the registrant's receipt
- Copy of the Daily Cash Statement (DCS or Cash Distribution by Account Report for Active Users) that original fee was deposited on

DIVISION MANAGER'S RESPONSIBILITIES	SUPERVISOR'S RESPONSIBILITIES	EMPLOYEE'S RESPONSIBILITIES
Ensure all employees under the manager's jurisdiction are aware of this policy and procedures.	Advise all employees of this policy and procedures.	Adhere to the policy.
Ensure supervisors in the manager's division enforce this policy and procedures.	Ensure employees follow this policy and procedures.	Follow the procedures.
	Issue warnings or initiate disciplinary action as needed to ensure employee compliance.	Ask for additional training if needed.
Owner: Thomas J. Russell, Administration, Finance and Planning Manager, Chief Financial Officer		Next Review Date: 01.2019