

REFUND POLICY

All refund requests must be made in writing prior to the rental reservation date and submitted during regular business hours. Any refunds will be considered at the next monthly Park Board meeting, and upon approval, will be mailed to the customer in the form of a check. Refunds take approximately 3-6 weeks to process.

Facility Rentals:

- Facility rentals that are canceled **14 days or more** in advance of the rental date will receive a full refund minus a \$10.00 administrative fee.
- Facility rentals that are canceled between **three-thirteen days in advance of the rental date** will receive a full refund of the clean-up and damage deposit and a 50% refund of the rental fees.
- Facility rentals that are canceled **48 hours or less in advance of the rental date** will receive a full refund of the clean-up and damage deposit but will not receive any refund of the rental fees.
- Once the date of reservation has passed, no refunds will be given for facility rentals.
- Any facility cancellations made by the Town of Dyer Parks and Recreation department will cause a 100% full refund to the renter with no administrative fee.
- Refund requests for non-use of a facility due to documented medical emergency or death will be considered on an individual basis taking into consideration the expenses incurred by the Park Department.

Recreation Programs and Trips:

- No refunds will be given for **trips** unless the seat can be resold. If it can be resold, a refund will be made subject to a service charge of \$5.00.
- **Class cancellations** made by the Parks and Recreation Department will result in a 100% refund that will be mailed to the customer. If the customer is a minor, the refund will go to the Parent/Guardian who signs the registration form. If you wish to apply this refund to another class, you must notify the Parks and Recreation Department immediately.
- Refund requests **received 5 or more business days before** the first class meeting will be approved, less a service charge of \$5.00.
- If a refund request is received **less than 5 business days** prior to the start of a class and it causes enrollment to fall below the minimum and the vacancy cannot be filled; no refund will be given. If enrollment does not fall below the minimum, a refund will be given less a service charge of \$5.00.
- **Refund requests received after the start of a class shall be denied** except that such a refund request based upon a medical doctor's written excuse submitted prior to completion of the class will result in a pro-rated refund (except as hereinafter provided) based upon the number of classes held prior to the date of the refund request, less a \$5.00 service charge and program supply costs. If such a refund request causes a class to fall below the minimum number required, and the vacancy cannot be filled, no refund will be given.
- All recreation program and trip refunds applied for are subject to a **\$5.00 service charge**, except that fees of \$10.00 or less shall be subject to a service charge equal to 10% of the fee.