



PARKS AND RECREATION

TITLE REFUND POLICY

POL #: PRDW-40

Reviewed Date: 05/28/2025

PURPOSE

The City of Henderson Parks and Recreation Department has established a policy to reserve the right to cancel, postpone or combine classes, events or programs, or change instructors in order to provide the best service possible.

POLICY

It is the policy of the Department in the event the department cancels a class, event or program for any reason, a full refund will be issued, less any credit card service fees.

PROCEDURE(S)

- Schedule is subject to change/cancellation without notice. Management reserves all rights.
- Refund requests may be made in person at any recreation center, by email to cohreconline@cityofhenderson.com, or by phone to any recreation center and may take up to three weeks to be processed.
- Refund will be granted if requested prior to the program, class, or event start date (this includes racquetball and wallyball reservations, camp programs, classes, sports leagues, and events).
- Refunds requested after the start date of the program, class or event, but before the second scheduled meeting date will be issued a prorated refund for remaining classes.
- No refunds or prorates will be given if requested after the second class or program scheduled meeting date.
- Refunds will not be issued in the case of disciplinary actions, including suspension or trespass.
- No refunds or prorating will be offered for FunCards, Youth Enrichment deposits, excursions, memberships, ticketed events, or credit card service fees.

Additional refund policies apply to the following:

Safekey/Teen Scene: A household account credit will be issued for future use in the program if cancellation requests are received prior to the end of the school day.

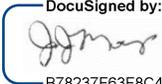
Facility Rentals, Park Reservations/Rentals, Pool Rentals, Cool Pool Parties: Refunds will be issued if a cancellation request is received at least two calendar weeks prior to the reservation date. Cancellations due to weather or unavoidable circumstances will be rescheduled. If rescheduling is not possible, a full refund will be issued.

Field Rentals: Refunds will be issued according to the Field Allocation Policy.

Aquatics Inclement Weather Policy: If pools are closed due to inclement weather, return passes may be issued.

DOCUMENT REFERENCE

STANDARD 5.2: LEGAL AUTHORITY AND FISCAL POLICY [REFUND REQUEST FORM \(INTERNAL\)](#)

Approved By:  **Date:** 05/28/2025 | 7:20 PM PDT
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Joseph J. Moyes, Director of Parks and Recreation

Revision History: PR 02/00/2008, PWPR POL.1.4.002 08/05/2015, PRDW 08/03/20, 05/28/2025