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## PARKS AND RECREATION

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### **TITLE REFUND POLICY**

**POL #:** PRDW-40

**Effective Date:** 04/27/2023

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### **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](mailto:cohreconline@cityofhenderson.com), or by phone to any recreation center and may take up to 3 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.

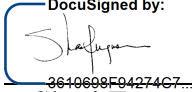
**Aquatics Inclement Weather Policy:** If pools are closed due to inclement weather, return passes may be issued.

**DOCUMENT REFERENCE**

CAPRA Standard 1.6.1 Administrative Policies and Procedures

CAPRA Standard 3.5.1 Management Information Systems

[REFUND REQUEST FORM \(INTERNAL\)](#)

**Approved By:**  **Date:** 04/27/2023 | 4:15 PM PDT  
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Shari Ferguson, Director of Parks and Recreation

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