





# POLICY & PROCEDURE

<h2>Recreation Refund Policy and Procedures</h2>			<b>Category:</b> Recreation, Cultural and Community Services
			<b>Number:</b> 1000-04
			<b>External / Internal:</b> Public
<b>Effective Date:</b> March 25, 2024	<b>Supersedes:</b> Res. No. 451	<b>Policy Originator:</b> Recreation and Cultural Services Superintendent 	<b>Approved By:</b> City Council Res. No. 521  DocuSigned by:  6246A98586E2404... Mayor

### 1. PURPOSE/SCOPE:

The purpose of this Recreation Refund Policy and Procedures is to describe under what circumstances refunds will be awarded and describe the necessary steps to refund payment for services and use of facilities.

### 2. DEFINITIONS:

- 2.1. **Cancellation** - Any recreation activity or facility rental booking that is cancelled by the Department or Facility User.
- 2.2. **Security Deposit** - A payment received in addition to the facility rental fee that is applied against any additional fees incurred by the rental user group (i.e. property damage, cancellation fees, additional staff charges, additional rental time charges, etc.).
- 2.3. **Pass** - A purchased amount of time that allows for entrance to specified drop-in activities.
- 2.4. **Director** - The Director of the City of Shoreline Recreation, Cultural, and Community Services Department.
- 2.5. **Refund** - Any money once received by City of Shoreline and then returned to a customer per this policy.
- 2.6. **Activity Registration** - The process of enrolling in, paying for and receiving confirmation of acceptance to participate in an activity offered by the City.
- 2.7. **Facility Booking** – The process by which the rental of a facility is secured, including receipt of full payment and confirmation of completed Rental Use Permit.
- 2.8. **Rental Use Permit** - Signed agreement governing the use of City of Shoreline facilities, including indoor and outdoor spaces.

- 2.9. **Renter** - Person(s) or party on the signature line of a Rental Use Permit who is legally obligated to the terms and conditions of agreement.
- 2.10. **Multi-Day Activity** - A recreation service offered by the City that includes class, program, trip, or workshop that consists of several days in which a person must register.
- 2.11. **Camp** - An adult-supervised program comprised of multiple activities for one or more consecutive days.
- 2.12. **Summer Camp** - Any camp offered during the summer months of June through August.
- 2.13. **Single Day Activity** - A recreation service that includes a class, program, trip or workshop that lasts one day or less in which a person must register.
- 2.14. **Concession Permit** – A signed agreement governing the permission to sell goods or services at City of Shoreline facilities, including indoor and outdoor spaces.
- 2.15. **Park and Open Space Non-Exclusive Use Permit** – A signed agreement governing permission for activities conducted in/on City Park and/or City Open Space Areas as designated in the Facility Rental Operations Manual.
- 2.16. **City** – the City of Shoreline.

**3. REFERENCES AND FORMS:**

- 3.1. Facilities Rental Operations Manual
- 3.2. Code of Conduct for Use of City Facilities
- 3.3. City of Shoreline Scholarship Policy
- 3.4. Refund Policy Exception Request Form

**4. DEPARTMENTS AFFECTED:**

- 4.1. Recreation, Cultural and Community Services
- 4.2. Administrative Services Department

**5. PROCESS:**

**5.1. Refund for Cancellation**

A full or pro-rated refund will be issued for any activity that is cancelled by the City.

**5.2. Cancellation Due to Weather**

Refunds will not be issued for reasons of inclement weather, unless it results in the closure of the City facility hosting the activity or rental.

**5.3. Refund Request Deadlines**

**5.3.1. Multi-Day Activity (not including Camps)**

**5.3.1.1. First Day.** A full refund will be issued after the first day if the request is received prior to the start of the second day.

**5.3.1.2. Second Day.** A pro-rated refund will be issued if the request is received prior to the start of the third day.

**5.3.1.3. Third Day.** A refund will not be issued after the start of the third day.

**5.3.2. Single Day Activity**

Refunds will be issued if the request is received at least fourteen (14) calendar days before the activity day.

**5.3.3. Drop-In Admissions**

Refund requests must be made at the registration desk prior to leaving the facility on the day of use. All refund requests are at the discretion of the City.

**5.3.4. Camps**

**5.3.4.1.** Camp refunds are subject to an administration fee per participant, per camp (except transfers, if applicable – see 5.3.4.4. below).

**5.3.4.2.** A full refund, less the administration fee, will be issued if the request is received at least fourteen (14) calendar days before the first day of camp.

**5.3.4.3.** No refund will be issued if the request is received less than 14 calendar days before the first day of camp.

**5.3.4.4. Transfers (Summer Camps).** A participant may request to transfer to another camp with available space if the request is received at least fourteen (14) calendar days before the first day of camp. If transferring from one camp into another, the administration fee will be waived. The transfer must be made at the same time as the withdrawal and for the same participant.

**5.3.5. Permit Cancellation – Indoor Facility**

Refunds will be issued if the Facility Indoor Use Permit is cancelled at least fourteen (14) days before the day of the event. Any Security Deposit received for this rental will be fully refunded.

**5.3.6. Permit Cancellation – Outdoor Facility**

Refunds will be issued if the Rental Use and Park and Open Space Non-Exclusive Use Permit is cancelled at least seven (7) calendar days before the day of the event. Any Security Deposit received for this rental will be fully refunded.

**5.3.6.1. Exception: Athletic Field and Tennis Court Rental Use Permit Cancellation.** Athletic Field and Tennis Court Rental Use Permits cancelled by the Renter less than seven (7) calendar days, but at least 24 hours prior to the date/time of the rental will be issued a 50% refund of fees or \$50, whichever is less. Rental Use Permits cancelled 24 hours or less prior to the date/time will not receive a refund. Any Security Deposit received for this rental will be fully refunded.

**5.3.6.2. Exception: Concession Permit Cancellation.** Refunds will not be issued for Concession Permit fees after issuance of Concession Permit. Hourly concession fee will be refunded if requests are received at least thirty (30) calendar days prior to date of use.

**5.4. Refund of Security Deposit**

The City will inspect the designated facility/area in the Rental Use Permit after usage to determine if any damage occurred. If damage occurred, the City will assess the cost to mitigate the damage and retain that amount from the Security Deposit. The Security Deposit may also be retained if all conditions of the permit are not adhered to, or an extra on-site staff is required during the permitted time. Any remainder of the Security Deposit will be refunded. Should no damage occur, all conditions of the permit are met, and extra staff time is not required, the Security Deposit will be fully refunded.

**5.5. Facility Rental Cancellation Outside of Renter Control**

**5.5.1.** The City may, at its sole discretion, cancel a rental or permit at any time due to an emergency, severe weather which merits either Shoreline School District or City facility closures, power outage, or situations that may result in facility damage or personal injury as determined by the Director. In such instances, the Renter will be entitled to a 100% refund.

**5.5.2.** If a permitted facility or area is deemed unusable by City staff on the permitted day, a full refund will be issued. If an athletic field or tennis court is deemed unusable on the permitted day due to inclement weather, utility malfunction, or other safety issue by a City-recognized league official, the Renter must notify the City in writing so that the City receives such notice within five (5) calendar days of event cancellation in order to have a credit issued on their account.

**5.6. Timed Passes**

All passes are for the specified amount of time from purchase date. Pro-rated refunds will not be issued for unused portion of purchased time.

**5.7. Exceptions**

Refund policy exceptions may be requested by submitting a Refund Policy Exception Request Form and requires approval from the Director.

**5.8. Refund due to Injury or Illness**

Refunds (or pro-rated refunds) may be issued for injury or illness incurred outside of participation in the activity if a physician's note is provided stating that the injury or illness prevents them from participating in the activity.

## **6. PROCEDURE AND METHOD FOR ISSUING REFUNDS:**

- 6.1.** Debit/credit card payments will be refunded to the debit/credit account from which the payment was made, when possible, however after ninety (90) calendar days the City may issue a refund by check.
- 6.2.** If paid in cash or check, the City will issue and mail a refund check within six (6) weeks.
- 6.3.** No cash refunds will be made.
- 6.4.** Any standing credit on accounts will be refunded after six (6) months by a City of Shoreline issued check.
- 6.5.** Security Deposits may be refunded in full or part after completion of the activity and assessed by City staff for damage, breach of permit or staffing requirements. Deposits paid by credit card will be refunded to the card from which the payment was made, when possible, otherwise the City will issue a refund by check. If paid by cash or check, the City will issue and mail a refund check within six (6) weeks.
- 6.6.** Fees paid through scholarship funds are not refunded in cash. Any refund due will be processed pursuant to the City of Shoreline Scholarship Policy.
- 6.7.** Any payment made by the State of Washington Department of Social and Health Services (DSHS) shall not be refunded to an individual but rather will be credited prior to the quarterly billing balance sent to DSHS.