

15.5 REFUND POLICY

15.5.1 Policy

The Department of Parks and Recreation is dedicated to providing quality, programs, services and facilities. The Department strives to achieve and maintain a high level of customer satisfaction. In certain cases and conditions outlined herein, it is the policy of the Department to provide refunds to our customers.

15.5.2 Refund Guidelines

Refund request must be made in writing.

Refund requests received 10 days in advance of program, service, vendor, or facility rental start date will be honored in full, less deposits or registration fees, if required.

Refund requests received 9 days in advance but prior to program start date or rental date will be honored at 70% of the amount in addition to any deposits or registrations fees, if required.

Refund requests for programs or services received after the start date but prior to half the class sessions will receive a 50% refund.

No refund requests for programs, services will be honored after 50% of the program or services has elapsed. No refund requests for rentals will be honored 49 hours or more after the start date.

A 100% refund will be given to athletes (Youth or adult) where uniforms and/or other equipment/items (trophies, etc.) have not been ordered normally 30 days before the first game.

A 50% refund will be given to athletes (youth or Adult) where uniforms and/or other equipment/items (trophies, etc.) have been ordered.

Special consideration may be given for life altering situations.

15.5.3 Refund Methods

All refunds will follow the city of Clarksville, Department of Finance bill paying schedule and be issued by City check. There will be no cash or credit/debit card refunds.

15.5.4 Non-refundable fees and charges

- Boat dock (once boat has docked-no matter when it leaves)
- Parking fees (once lot has been entered)
- Non- Refundable deposits or registration fees.
- Administrative processing fees.
- Gift Certificates
- Day Passes
- Pool Passes (after first three visits)