

PHPR Refund Policy

Purpose

To efficiently distribute refunds in a timely, organized, and structured manner.

Department Contact Information

Requests of cancellation, refunds, and changes are to be made to the Parks and Recreation Director in person (203 Paul Street) or by phone (816-540-3135). All requests are subject to a \$5 processing fee per transaction.

Criteria

- A. Full refunds (minus a \$5 processing fee) will be taken under consideration per the following conditions:
 - 1. Reservations – Cancellations received at least 30 days prior to the reservation date.
 - 2. Programs – Cancellation requests received before the Coaches Meeting of the program.
- B. Half refunds will be taken under consideration per the following conditions:
 - 1. Reservations – Cancellation requests received between 11-29 days prior to the reservation date.
 - 2. Programs – Cancellation requests received after practices have started.
- C. No refunds will be given per the following conditions:
 - 1. Reservations – Cancellation requests received 10 days or less prior to the reservation date.
 - 2. Programs – Cancellation requests received after games/camps have started.

Special Circumstances

Special circumstances need to be brought to the Director's attention and will be reviewed by the Park Board at the next scheduled meeting.