



Parks and Recreation Refund Policy

Parks Rentals and Reservations (Hourly and Sports Rentals):

- Refunds on deposits will be processed when the facility and/or equipment are returned in its clean, previous condition.
- Refunds for cancellations and/or inclement weather will be processed minus a 15% administrative processing fee.
- Cancellation must be received a minimum of two business days prior to the event, by 10 am the Thursday before the event, or by 10 am the last business day before the event during a Holiday week, whichever is greater. If cancellation occurs because of inclement weather day of event, City staff must be notified the following business day.
- Rental deposits will be refunded within 30 days of the rental.
- Altering and/or rescheduling a confirmed reservation is available pending approval from a Parks & Recreation Department staff member. Requests will be considered until 10 am five business days before the scheduled event. Each request to alter a reservation will incur a 15% administrative fee based on the total rental fee or \$5, whichever is greater. Requests submitted outside of this window will be directed to cancel the event (fees refunded per the cancellation policy) and rebook the event as a new reservation. Fees from previously cancelled events cannot be applied toward new reservations.

Programs:

- City of Sedona Parks and Recreation Department reserves the right to cancel programs due to insufficient registration and will issue a full refund to program registrants.
- 100% refunds will be issued if the registrant cancels their registration within two or more business days before the start of the class or program.
- Refunds are not offered to registrants after the start of a class or program except with written documentation of extenuating circumstances.
- A participant has the option, if canceling registration of a class or program prior to the start of the class or program, to use that fee towards the registration of another class or program.

Events:

- Any event canceled between the contract date and 4 weeks prior to the event will be refunded 85% of the rental fee.
- Cancellations made between 1 to 4 weeks prior to the scheduled event will be refunded 50% of the rental fee.
- Cancellations made within 1 week of the scheduled event date will be refunded 20% of the rental fee.

- If an event has begun and is unable to be completed due to inclement weather, the Parks and Recreation Department may decide to issue refunds on a case-by-case basis. Refunds are not mandatory and extenuating circumstances must occur before a refund will be issued.
- Altering and/or rescheduling a confirmed reservation is available pending approval from a Parks & Recreation Department staff member. Requests will be considered until 10 am five business days before the scheduled event. Each request to alter a reservation will incur a 15% administrative fee based on the total rental fee or \$5, whichever is greater. Requests submitted outside of this window will be directed to cancel the event (fees refunded per the cancellation policy) and rebook the event as a new reservation. Fees from previously cancelled events cannot be applied toward new reservations.

Technical Support:

- If your event is canceled between the contract date and 4 weeks prior to the event, these fees will be refunded at 85% of the total amount due for technical support minus \$30.
- If your event is canceled between 1 to 4 weeks prior to the scheduled event date, these fees will be refunded at 50% of the total amount due for technical support minus \$30.
- If your event is canceled within 1 week of the scheduled event date, these fees will not be refunded.

Aquatics:

- Refunds will not be given for unused punches/visits on any pool passes (water aerobics, adult, senior or child swim pass).
- 100% refunds will be issued if the registrant cancels their registration within two or more business days before the start of swim lessons.
- Refunds will not be issued after the first day of swim lessons under any circumstances, including inclement weather.
- Should a swim lesson participant have an extenuating circumstance or illness that prevents them from completing their session of lessons, the registration fee may be transferred to the next session of lessons. If there are no further sessions, the issuance of a refund will be at the discretion of the Parks and Recreation Department. *This is only relevant when the participant participated in only 1 class per session. If the participant participated in 2 or more classes, a refund will not be issued.*