



PARKS AND RECREATION
Policy and Procedure Manual

General Directive
Refund Policy
Effective: August 24, 2015
Review Date: August 2022

I. Purpose

The purpose of this policy and procedure is to set guidelines for the issuing of refunds for Parks and Recreation transactions. The Department policy does not deviate from the Revenue and Finance policies or procedures. Those policies and procedures established by Revenue and Finance remain in effect and shall be followed accordingly.

II. Definitions and References*

Department shall mean the City of Tampa Parks and Recreation Department.

Department Director shall mean the Director of the City of Tampa Parks and Recreation Department or designee.

Fiscal Manager shall mean the Director of the City of Tampa Parks and Recreation Department or designee.

Patron shall mean a customer that has made a payment for services offered by the Tampa Parks and Recreation Department.

Item shall mean any purchase made in the RecTrac system and includes but is not limited to an activity program, a pass membership, and a facility reservation.

Refunds shall mean any refund type, refund apply, refund finance, and refund now.

Refund Apply shall mean when a refund for a paid item is put on the household account as a credit.

Refund Finance shall mean when a refund for a paid item is given in the form of a check by the Finance Department.

Refund Now shall mean when a refund for a paid item is given back to the patron in the same form of payment for the item.

III. Policy

The Tampa Parks and Recreation Department reserves the right to cancel, postpone or combine classes, events or programs, or change instructors in order to provide the best service possible. In the event that an activity or program is cancelled by the Parks and Recreation Department, the individual or group would be entitled to a full or prorated refund or credit.

In the event, that a patron cancels their registration or reservation the individual may be offered a refund or credit. All requests for refunds must be made in person at a recreation facility or in writing to the Parks and Recreation department. All refund requests are subject to administrative approval. The Director may deviate from this policy at their discretion.

IV. Procedure

All requests for refunds must be made in person at a recreation facility or in writing to the Parks and Recreation department. Refunds will only be issued to the patron listed on the receipt, Facility Use Permit, or the listed Alternate Payee. All refund requests must be received no more than 30 days from the last day of activity/event. Upon receiving the refund request, staff will complete a Refund Request Form and enter the refund transaction into Rectrac and print the original payment receipt. Staff will submit a Refund Request Form, refund receipt and original payment receipt to the Parks and Recreation Administration Office within 5 business days of the request. The Fiscal Manager will review, approve and log all refund request. All credit card refund request packets will be archived by the Parks and Recreation Department and all others will be sent to Revenue and Finance for processing.

Refunds will only be given to the patron listed on the receipt or Facility Use Permit. All credit card and check refunds will be charged a \$15 administration fee. Patrons should allow four to six weeks for refunds to be processed if paid by cash, check or money order.

The Department will offer the patron a credit in lieu of a refund which may be applied toward the cost of any future recreation program registration or activity. No administrative fee will be charged when a credit is accepted by the patron.

No cash refunds will be given at any time.

If the original payment was made by a credit card, the refund shall be issued back to the same credit card only. Payments for items made by credit card must be refunded as a "refund apply" or "refund now". If the credit card is no longer valid or available, a refund finance should be issued, and a check will be mailed to the patron. Contact the Administration Division if further assistance is needed.

No refunds will be given for programs costing \$15 or less.

Payments for items made by cash, check, or money order must be refunded as a "refund apply" or "refund finance".

There are no refunds on class materials purchased.

Refunds will not be issued in the case of participant disciplinary action, including suspension or trespass warnings.

Additional refund guidelines apply as follows:

Aquatics:

Aquatic classes will be issued prorated refunds if classes are cancelled or unable to be conducted due to inclement weather. There will be no refunds issued if a make-up class is offered and the participant does not attend. If the city must close a pool unexpectedly (except due to weather) during open swim, patrons who have been at the facility for less than one hour may be given a rain check for another visit.

Activities/Programs/Specialty Camps:

Any patron, who registers for a program and requests a refund before it starts, may receive a refund less a \$15 administration fee. Any patron who registers for a program and who requests a refund in person or in writing before the second class session may receive a credit in the amount paid for the program. No refunds or credits will be offered for any one-day activities or events. Camp scholarship funds will not be refunded or credited to the recipient.

Athletic Leagues:

A full refund will only be given for athletic leagues if given notice at least 14 days before the start of the season. No refund will be given if notice is less than 14 days before the start of the season. If a league needs to be rescheduled by the city for any reason a credit will be issued on a pro-rated basis for the games not played.

REC/Traditional Camps:

Due to limited space in camps, refunds will not be issued after the first week of the camp regardless of participant attendance. Field trips are non-refundable unless cancelled by the Department. Camp scholarship funds will not be refunded or credited to the recipient.

Daily Visits:

If the city must close a pool (except due to weather) or skate park unexpectedly, patrons who have been at the facility for less than one hour may be given a rain check for another visit.

Deposits:

Deposits for facility reservations and special events will be refunded after the completion of the scheduled event provided there is no damage to the property and/or additional cost for staff. The \$15 administration fee will be waived for all deposit refunds. Patrons shall allow 5 business days for a deposit refund to be submitted by the Department.

Facility/Shelter Reservations:

Cancellations and refund requests must be received 30 days prior to the scheduled date of use. No refund will be given if request is less than 30 days prior to the scheduled date of use. An applicant seeking a refund shall be required to submit a request in writing or in person. A \$15 administration fee will be charged for all cancellations/refunds.

Recreation Cards, Memberships & Passes:

Recreation cards, memberships and passes may be cancelled with a full refund up to 14 days from date of issue if not used. Recreation cards, memberships and passes are non-transferrable.

Special Events:

In the event that a patron or organization cancels or postpones a scheduled event with a minimum 30 day notice to the first permitted day (including move-in) they will be entitled to a complete refund excluding application fee, deposit, planning fees and refund administration fee. No refunds will be issued for cancellations or postponements made 29 days or less prior to the first permitted day of the event.

The City of Tampa may cancel or postpone an event without prior notice for any condition affecting the public health or safety of the City or any condition that would place facilities, grounds or other natural resources at risk of damage or destruction if the event were permitted to take place. Full credit will be given for events scheduled within 12 months of City's notice of cancellation. The City of Tampa will not confirm a future date until both application fee and deposit are paid in full.

Approved and issued:

Sherisha Hills, Director

Date