

CITY OF CORVALLIS
Parks and Recreation Department
Department Guidelines and Procedures

POLICY AREA # 5 - FINANCIAL MATTERS

PR 2003-5.01 Refund Procedures

Adopted **August 19, 2003**

Revised March 9, 2005

Revised August 4, 2010

5.01.010 **Purpose**

The purpose of this procedure is to establish criteria to communicate with customers regarding refunds (credit or money back) and to implement these procedures in a consistent manner throughout the Department.

5.01.020 **Background**

The Parks and Recreation Department charges fees for programs, facilities, and equipment rentals. Fees are charged to help defray the cost of operations and maintenance. The Department will apply consistent criteria regarding a refund policy across all divisions. In 2003 the Department implemented a \$10 processing fee in specified situations.

5.01.030 **Procedures**

- A. The following are guidelines for authorizing requests for refunds associated with payment for programs and rentals. There are three main Parks and Recreation sites at which refunds may be given:
1. Parks and Recreation Administration Building
 2. Osborn Aquatic Center
 3. Chintimini Senior Center
- B. These procedures will be in effect at all Parks and Recreation sites:
1. All refund or requests may be done in person or by a completed Refund Request Form.
 2. All credit for classes expires 9 months from the date of issuance.
 3. In the event Corvallis Parks and Recreation needs to cancel or change a reservation or program activity a full refund will be offered.
 4. Fees paid by cash:
 - a. credit may be issued to the customer's account.
 - b. for less than \$50—the refund will be in cash from each site's cash drawer.
 - c. for over \$50—the refund will be by City authorized check

- and may take up to four weeks for processing.
5. Fees paid by check:
 - a. credit may be issued to the customer's account.
 - b. for less than \$50—if payment date is more than 14 days from date of refund request, refund will be in cash from each site's cash drawer.
 - c. for less than \$50—if payment date is within 14 days of refund request, refund will be issued by City authorized check and may take up to four weeks for processing.
 - d. for over \$50—the refund will be by City authorized check and may take up to four weeks for processing.
 6. Fees paid by credit card:
 - a. credit may be issued to the customer's account.
 - b. funds can be refunded to a credit card only. This refund will be credited to the card within one business day of obtaining all pertinent credit card information.
 7. Fees paid by Family Assistance funds will be credited back to the customer's Family Assistance balance.
 8. Refunds will not be issued for requests made less than 5 business days prior to the first class meeting or date of a scheduled event except for documented medical reasons that prevent participation.
 9. Refunds will not be issued for requests made less than 30 business days prior to date of a scheduled facility rental.
 10. 50% refund of athletic league team fees after league scheduling begins.
 11. Credit only will be issued to customers who fail to show up for a registered activity or class.
 12. Credit only will be issued after the first class meeting without authorization from site supervisor.
 13. Refunds or Credit will not be issued for any reason after the program has ended, unless approved by recreation coordinator.
 14. Refunds will not be issued for inclement weather.
 15. A \$10 processing fee will be charged for all refunds, no charge for credit when the request is initiated by participant.

5.01.040 Exceptions

- A. Exceptions may be made to the above procedures, on a case by case basis, by recreation coordinator and/or immediate site supervisor.
- B. Exceptions must be noted on the Refund Request Form and have the signed approval of a recreation coordinator and authorization by the site supervisor.

5.01.050 Appeals

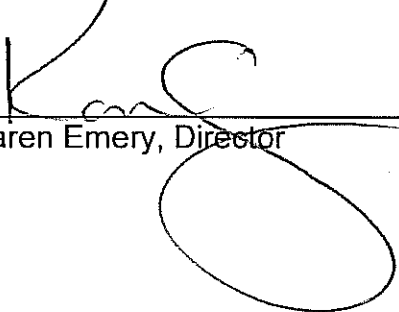
- A. If an applicant is dissatisfied with the decision of Department personnel regarding a refund, the decision may be appealed in writing to the Corvallis Parks and Recreation Department Director, 1310 SW Avery Park Dr., Corvallis, OR 97333. The appeal should contain the following information:
 - 1. A statement of the action causing concern.
 - 2. The action requested by the applicant and the reasons supporting it; e.g., why the action is unfair or a hardship; impacts of the decision of Department personnel the Director might not otherwise know.
 - 3. If a decision is urgently needed, an indication when a decision needs to be made.

- B. The appeal will be considered within five business days or, if the appeal raises issues of constitutional rights and requires immediate attention, within 48 hours. The Corvallis Parks and Recreation Department Director's decision will be final.

5.01.060 Review and Update

The Parks and Recreation Department shall review and update this policy every two years , no later than September 30th.

Review and Concur:



Karen Emery, Director

8/4/10

Date

Effective Date: September 1, 2010

PARKS AND RECREATION DEPARTMENT
REFUND REQUEST FORM

Name: _____ Phone: _____

Address: _____

City: _____ Zip: _____

PARTICIPANT NAME: _____

ACTIVITY/**FACILITY**: _____ FEE: _____
Name and/or Number

REASON FOR REFUND: _____

SIGNATURE: _____

Telephone Request

FEE PAID BY:

Cash Check # _____ VISA MC Amex Discover Credit on Account

****NOTE:** Refunds for activities paid with a check may take 4 weeks to process.

[FOR OFFICE USE ONLY]

Refund Approved: Yes No Reason: _____

Approved by: _____ Date _____ Coordinator/Site Supervisor: _____ Date _____

Total Amount Refunded: _____ Receipt Attached: Yes No

Account Number: _____

Processed by: _____

Processing Fee Waived