

**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

Revised March 4, 2015

5.01.010 Purpose

The purpose of this procedure is to establish criteria to communicate with customers regarding refunds 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.

5.01.025 Definition

Refund: the return of fees paid by a customer for activities, programs, or services, either in the form of a monetary payment (cash, check, and credit card) or the placement of a credit on the customer's Parks and Recreation account or scholarship account if applicable.

5.01.030 Procedures

A. The following are guidelines for authorizing requests for refunds associated with payment for programs and rentals. There are four 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
4. Majestic Theatre

B. These procedures will be in effect at all Parks and Recreation sites:

1. Refunds or requests shall be done in person or by phone or a completed Refund Request Form.
2. Refunds or account credit will not be issued for requests made less than 5 business days prior to the first class meeting or date of a scheduled event.
3. Refunds will not be issued for requests made less than 30 business days prior to date of a scheduled facility rental.
4. A \$10 processing fee will be charged for all monetary and scholarship refunds.
5. All Parks & Recreation account credits expire 12 months from the date of issuance.
6. Refunds will be issued back to the payor.
7. In the event Corvallis Parks and Recreation needs to cancel or change a reservation or program activity a full refund will be offered.
8. 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.
  - c. For \$50 and over the refund will be by City authorized check and may take four to six weeks for processing.
9. Fees paid by check:
  - a. Refund may be issued as a Parks & Recreation account credit.
  - b. For less than \$50: if the payment date is more than 14

days prior to the date of the refund request, the refund will be in cash.

- c. For \$50 and over: refund will be by City authorized check and may take up to four weeks for processing.
  - d. A Refund Request Form must be completed and approved for check refunds.
10. Fees paid by credit card:
- a. Parks & Recreation account credit customer's account.
  - b. Monetary refunds can be made to a credit card only. This refund will be credited to the card within one business day of obtaining all pertinent credit card information.
11. Fees paid with scholarship funds will be credited back to the customer's scholarship balance.
12. 50% refund of athletic league team fees after league scheduling begins.
13. Refunds will not be issued for:
- a. Inclement weather
  - b. Accelerated Review Permit fees
  - c. Transfer fees

5.01.040 Exceptions

- A. Exceptions may be made to the above procedures, on a case by case basis, by designated staff.
- B. Exceptions must be documented.

5.01.050 Appeals

- A. If an applicant is dissatisfied with the decision 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.

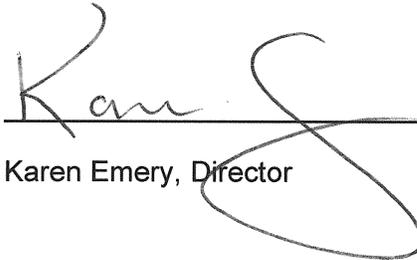
2. The action requested by the applicant and the reasons supporting it; e.g., why the action is unfair or a hardship; impacts of the decision of Department personnel the Director might not otherwise know.
3. If a decision is urgently needed, an indication of when a decision needs to be made.

B. The appeal will be considered within five business days or, if the appeal raises issues of constitutional rights and requires immediate attention, within 2 business days. 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 30.

Review and Concur:

  
\_\_\_\_\_  
Karen Emery, Director

5/12/15  
\_\_\_\_\_  
Date