



Refund Policy and Procedure

Purpose

It is the intention of Shawnee County Parks + Recreation (SCP+R) to offer a refund and/or account credit for participants who qualify and meet the requirements. Participants who paid by cash, check or credit card will be issued a refund by check. All check refunds follow the County Treasurer's bill paying schedule. There are no cash refunds.

Policy

Cancellation

Programs may be combined or cancelled due to insufficient enrollment. A full refund or account credit will be issued for programs, sports leagues or shelter reservations cancelled by the SCP+R Department. Credit card refunds can only be processed if program was cancelled by SCP+R.

Refund

Sports Leagues and Clinics, Programs, Room Rentals – Refunds will be issued with a 20% cancellation fee if cancelled by participant at least twenty-one (21) days prior to the program start date. Cancellations less than twenty-one (21) days prior to the start date will receive a 50% account credit. Account credit shall be utilized within twelve (12) months.

Shelter Rentals and Old Prairie Town/Ward-Meade - Refunds will be issued with a 20% cancellation fee for rentals cancelled by the participant at least sixty (60) days prior to the reservation. Cancellations less than sixty (60) days prior to the reservation date will receive a 50% account credit. No account credit will be issued if cancellation is less than seven (7) days of reservation. Any shelter transfer shall follow the refund policy. Transfers to a lower price shelter shall not yield a refund. Account credit shall be utilized within twelve (12) months.

Campground – All campground fees are non-refundable including unused reservations.

Refund Request

A Refund Request Form must be completed by participant. Forms are available at parks.snco.us, Shawnee County Parks + Recreation community centers, administrative offices or by calling 251-6800 and form can be mailed or emailed to participant.

Send completed forms to:

Shawnee County Parks + Recreation
3137 SE 29th Street
Topeka, KS 66605

ATTN: Lori Anderson

Or via email:

lori.anderson@snco.us

REFUND REQUEST FORM

DATE: _____

PRIMARY ACCOUNT MEMBER NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE (HOME/CELL) _____ WORK _____

PROGRAMS/ RENTALS

PARTICIPANT NAME(S) _____

PROGRAM/RENTAL _____

START/RENTAL DATE _____ FEE PAID _____

REASON FOR REFUND _____

REFUND METHOD – Credit card refunds can only be processed if program was cancelled by SCP+R

_____ CHECK _____ ACCOUNT CREDIT _____ CREDIT CARD (COMPLETE INFORMATION BELOW)

CARD TYPE ___ VISA ___ MASTERCARD ___ DISCOVER ___ AMERICAN EXPRESS

NAME ON CARD _____ LAST 4 DIGITS _____

SIGNATURE _____ **DATE** _____

REFUNDS WILL NOT BE PROCESSED WITHOUT SIGNATURE

All refund processing takes 3-6 weeks.