



## 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.

[parks.snco.us](http://parks.snco.us)

## Refund Request

A Refund Request Form must be completed by participant. Forms are available on the following page (scroll down), at [parks.snco.us](http://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 29<sup>th</sup> Street  
Topeka, KS 66605  
  
ATTN: Lori Anderson

Or via email:                                      [prrefunds@snco.us](mailto:prrefunds@snco.us)



## REFUND REQUEST FORM

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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.

Send completed forms to: Shawnee County Parks + Recreation

3137 SE 29<sup>th</sup> Street

Topeka, KS 66605

Attn: Lori Anderson

or via email: [prrefunds@snco.us](mailto:prrefunds@snco.us)

**parks.snco.us**