

This policy supports the Shawnee County Parks + Recreation vision and mission statements (<http://parks.snco.us/296/Vision-Mission-Statement>).

Purpose

It is the intention of Shawnee County Parks + Recreation (SCP+R) to offer a refund or SCP+R credit for participants who qualify and meet the requirements. All refunds will be issued via check in accordance with the County Treasurer's bill paying schedule. There are no cash refunds.

Programs may be combined or cancelled due to insufficient enrollment. A full refund or SCP+R credit will be issued for programs, sports leagues or shelter reservations cancelled by SCP+R.

Any account with an outstanding balance will have the requested refund amount applied to that balance. If requested refund amount exceeds the outstanding balance, a refund will be issued.

Any refund issued to account credit will be kept on the account for one (1) calendar year. At that point, a refund will be issued to the accountholder via check in accordance with the County Treasurer's bill paying schedule.

Refunds

1. **Sports Leagues/Clinics, Programs, Camps and Room Rentals** – Refunds will be issued with a 20% cancellation fee if cancelled by participant at least fourteen (14) days prior to start date. Cancellations less than fourteen (14) days prior to start date will receive a 50% SCP+R credit.
2. **Shelter and Other Facility Rentals** - Refunds will be issued with a 20% cancellation fee for rentals cancelled by the participant at least thirty (30) days prior to the reservation date. Cancellations less than thirty (30) days prior to the reservation date will receive a 50% SCP+R credit. No refund will be issued if cancellation is less than seven (7) days prior to the reservation date. All reservation transfers shall follow the conditions of this policy. Transfers to a lower-priced shelter shall not yield a refund.
3. **Campground** – Refunds will be issued with a 20% cancellation fee if cancelled by participant at least fourteen (14) days prior to start date. Cancellations less than fourteen (14) days prior to start date will receive a 50% SCP+R credit.

Refund Request

A Refund Request Form must be completed. Form is available at parks.snco.us or by calling 785-251-6800.

Send completed forms to:

Shawnee County Parks + Recreation
Attn: Accounts Receivable
3137 SE 29th St
Topeka, KS 66605-1885

Or via email:

prrefunds@snco.us



REFUND REQUEST FORM

It is the intention of Shawnee County Parks + Recreation (SCP+R) to offer a refund or SCP+R credit for participants who qualify and meet the requirements. All refunds will be issued via check in accordance with the County's Treasurer's bill paying schedule. There are no cash refunds.

DATE: _____

ACCOUNTHOLDER NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

PROGRAM/RESERVATION INFORMATION

PARTICIPANT NAME(S) _____

PROGRAM/RESERVATION _____

START/RESERVATION DATE _____ FEE PAID _____

REASON FOR REFUND _____

CHECK SCP+R CREDIT

SIGNATURE _____ DATE _____

Refund processing takes approximately 10-14 business days.

Send completed forms to: Shawnee County Parks + Recreation
Attn: Accounts Receivable
3137 SE 29th St
Topeka, KS 66605-1885

or via email: prrefunds@snco.us

parks.snco.us

----- *TO BE COMPLETED BY STAFF* -----

PROGRAM/RESERVATION INFORMATION

PARTICIPANT NAME(S) _____

PROGRAM/RESERVATION _____

START/RESERVATION DATE _____ FEE PAID _____

_____ 80% REFUND: CHECK _____ SCP+R CREDIT _____

_____ 50% SCP+R CREDIT

_____ OTHER REASON

SUPERVISOR

APPROVAL _____ **DATE** _____

MANAGER

APPROVAL _____ **DATE** _____

----- *TO BE COMPLETED BY ACCOUNTS RECEIVABLE STAFF* -----

TRANSACTION DATE _____ CODE _____

DATE SENT TO TREASURER'S OFFICE _____

CHECK NUMBER _____ DATE CHECK MAILED _____

DATE CREDIT APPLIED TO ACCOUNT _____