



# Indy Parks and Recreation Refund Policy

**NO CASH OR CREDIT CARD REFUNDS WILL BE GIVEN OUT OR OFFERED**

## Point of Sale

- No refunds will be issued for Point of Sale or Membership transactions. Point of Sale transactions services are provided at the time of purchase and customer should be aware of interest. Memberships include multiple visits and customer should be aware of interest before purchasing pass.

## Facility or Field Rentals

- Rentals cancelled with over 14 days advanced notice are eligible for full refund minus a \$20 cancellation fee.
- Rentals cancelled 7 to 14 days advanced notice, may receive a 50% refund.
- No refunds will be granted for refunds cancelled with less than 7 days advanced notice.

## Programs & Activities

- If a program is cancelled by Indy Park and Recreation, a full refund will be issued.
- If withdraw request is made over 30 days prior to the program, a full refund may be granted.
- Programs with a cost of less than \$19 or less – if 14 to 29 days advanced notice is provided, full refund to a fun card to Indy Parks account credit will be issued.
- Programs with a cost above \$20 – if 14 to 29 days advanced notice is provided, a full refund minus a 25% cancellation fee will be issued via a check, fun card, or Indy Parks account credit. All check refunds could possibly take six to eight weeks for processing.
- If 7 to 13 days advanced notice is provided, a 50% refund may be issued to either a fun card or Indy Parks account credit.
- Any refund requests that are made less than 6 days before the program begins must go through the refund exception process for approval. Medical and compassionate reasons shall be considered through submission of the refund exception request.
- Any refund requests that are made after the first day of the program, must go through the refund exception process for approval. Medical and compassionate reasons shall be considered through submission of the refund exception request.

*Customer must complete the refund request form and provide in detail the reason an exemption to policy should be made. Contact Indy Parks immediately for details on submission of an exception request. Medical and compassionate reasons shall be considered through submission of the refund exception request.*