



# PATRON CREDIT REQUEST

COMPLETION OF THIS FORM DOES NOT GUARANTEE A CREDIT.

Instructions: Please save this document on your desktop. Complete form and then email to: [refunds@basinrecreation.org](mailto:refunds@basinrecreation.org)

Patron Name \_\_\_\_\_

Patron Signature: By signing this form, you agree to the terms of the refund policies listed below.

Mailing Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Date of Request \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

## CREDIT REQUEST or CANCELLATION DETAILS

Participant Name \_\_\_\_\_

Activity/Program Name and Date \_\_\_\_\_

Reason for the request:

### CANCELLATION POLICIES:

All refunds will be issued through the original method of payment. If cash was used, the patron will be issued account credit or a check. Payments to the District are subject to the following policies:

**General Policy:** Unless specifically provided below, full refunds will be given if notice of cancellation is provided at least seven (7) or more calendar days prior to the first day of an activity, camp or program. All cancellation requests must be submitted via a timestamped email at least seven (7) or more calendar days prior to the first day of an activity, camp or program to be eligible for a refund. Any requests received after the cancellation deadline above will not be considered.

For purposes of this policy, the first day of an activity or program is defined as the date of the first scheduled camp session, meeting, practice, or evaluation. Programs cancelled by the District will be refunded in full. This general policy applies to all camps, sports, athletic leagues, swim lessons, clinics and programs. Refunds for inclement weather are at the discretion of staff.

#### Fieldhouse Pass Policy:

1. Single day and one (1) month passes are non-refundable and non-creditable.
2. Refunds on all other passes will be pro-rated. No retroactive cancellations.
3. Only twelve (12) month passes may be put "on hold" by direct request to the Fieldhouse Supervisor. Holds may be granted for one (1) time only for a minimum of two (2) weeks and a maximum of three (3) months during the original twelve (12) month pass period. Advanced notice is required.

#### Fieldhouse Rental and Reservation Policy:

All cancellation requests for a Party Room, Court, Field, or Bounce House reservation must be received at least three (3) calendar days prior to the reservation date to be eligible for a refund. Any requests received less than three (3) calendar days prior to the reservation will not be considered for a refund. If the District must cancel a reservation, the reservation holder will be given a full refund or the reservation will be rescheduled to a mutually agreed upon time.

#### Meeting Room and Park Pavilion Policy:

If the applicant cancels a reservation seven (7) or more calendar days prior to the date reserved, a full credit/refund will be issued. If a facility reservation is cancelled less than seven (7) calendar days prior to the date reserved, only the deposit will be returned. Credits or refunds of the remaining fees will NOT be issued. If, due to unforeseen circumstances, a cancellation is initiated by the District, the reservation holder will be given a one hundred percent (100%) refund for that specific date or the District will provide a credit toward a mutually agreed upon future reservation.

#### Special Circumstance Policy:

If a participant cannot attend or continue an activity due to an illness or an extraordinary circumstance, a pro-rated credit or refund may be granted. A note from a doctor may be required.

**Without exception, no credits or refunds will be given under any of the above provisions if the request is received after the final day of the program.**

### ADMINISTRATIVE USE ONLY

Finance Approval _____	Date _____	Credit Amount _____
		Sales Tax _____
Department Approval _____	Date _____	Admin Fee _____
		Total Credit _____

Notes:  
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