



## ELKHART COUNTY PARKS

211 West Lincoln Avenue | Goshen, Indiana 46526-3280  
Phone: 574-535-6458 | Fax: 574-535-6616  
www.elkhartcountyparks.org | parksinfo@elkhartcounty.com

### REFUND/CANCELLATION POLICY #90-6

Revised October 2018

This policy pertains to refunds for facility reservations, interpretive programs and other fees.

The Elkhart County Parks commits resources of staff to confirm registrations, purchase supplies, and prepare for programs and shelter reservations. Receipts from admission and charges are used to defray the operation and maintenance costs of the Elkhart County Parks.

Due to the cost of processing paperwork and attempting to re-fill a cancellation, refunds may only be issued if the administrative office is notified in the following circumstances:

#### **Facility Reservations:**

Facility reservation fees (and security deposit if applicable) will be refunded minus a \$15.00 service charge fee if the cancellation occurs more than twenty-one (21) days prior to the reservation date. As an option, a one-time transfer to another specific date at the time of your cancellation may occur within the same calendar year if it occurs more than twenty-one (21) days prior to the original reservation date (minus the \$15.00 service charge).

Facility reservation fees will not be refunded or transferred if cancellation occurs less than twenty-one (21) days prior to the reservation date.

When a reservation date is cancelled it is forfeited by the intending party. The shelter will be released and made available for rental by another party.

#### **Public Programs and Field Trips:**

Group, per person, and offsite fees for field trips and public programs will be refunded if notification is given more than ten (10) working days prior to the program day.

Cancellation less than ten (10) working days prior to the event date will not be refunded.

If a public program or field trip is cancelled by the Elkhart County Parks (i.e. low enrollment), a full refund, credit, or make-up class will be offered.

#### **Annual and Daily Passes:**

Annual and daily passes including for park entry, disc golf, and archery are non-refundable.

#### **Other User Fees:**

All other fees and charges including, but not limited to, special events, field use, day camps, vendor fees, tent permits, group camping permit, photography permits, late/early openings must be cancelled more than ten (10) working days prior to day of event in order to receive a refund.

*Rentals and programs are rain or shine. Inclement weather is not a valid reason for any refunds unless the park or shelter has been officially closed to the public or a program has been cancelled by the Elkhart County Parks. Special consideration may be given by the director in the case of documented life altering situations and medical emergencies. Credit card convenience fees are non-refundable. Refunds can only be reimbursed via a check. Refunds take 3-4 weeks to process.*

Adopted and approved this July 16, 1990, Revised January 2012. Revised October 2018.