

***City of Ankeny
Parks & Recreation
Refund Policy***

PROGRAM/ACTIVITY REFUND POLICY:

- 1) Any refund request must be made at least seven (7) days in advance of the program start date.
- 2) Participants may choose to receive 100% credit on their Parks & Rec account OR a refund minus a 20% administrative fee.
- 3) Swim lesson transfers are subject to a \$5 administrative fee. Swim lesson cancellations may choose to receive a credit on their Parks & Rec account minus \$5 OR a refund minus a 20% administrative fee.

FACILITY/RENTAL REFUND POLICY:

- 1) Facility rental refunds minus 50 percent will be issued for reservations cancelled a minimum of 30 days prior to the date of reservation.
- 2) Cancellations within 30 days of reserved date will result in forfeiture of the rental payment.