



Raymore Parks and Recreation
Refund policy

Agency:	Raymore Parks and Recreation Department
Location:	City of Raymore, Cass County, Missouri
Policy Number:	PR 100.018
Date of Review:	Draft Review - January 23, 2024

I. STATEMENT OF NEED

Raymore’s continued growth creates a demand for a wide variety of programs, activities and services. It is the responsibility of the Raymore Parks and Recreation Department to offer a comprehensive recreation program and to provide safe and affordable access to recreational programs and activities. The development of a consistent standard refund policy will provide guidance for refunds and/or credits for all programs and rental opportunities.

II. AUTHORITY AND RESPONSIBILITY

The Parks and Recreation Board authorizes the Director of Parks and Recreation and his/her designees to implement this policy following the rules and guidelines herein and all referenced policies and standard operating procedures as needed.

III. STATEMENT OF PHILOSOPHY

The philosophy of Raymore’s parks and recreation programs and rental facilities is to provide year round diversified opportunities for recreational services. It is necessary to charge fees and pursue supplementary revenues to support that demand. At times, refunds and/or credits are necessary.

IV. REFUND CLASSIFICATIONS

Athletic & Recreational Programs

1. All refunds will include a \$10 administrative cancellation fee.
2. Refunds that are requested prior to the registration deadline will receive 100% refund minus the \$10 administrative fee.
3. Refunds that are requested after the registration deadline will receive a refund on a prorated basis.
 - a. Ex. During a 10-week program, if a refund is requested two weeks into the program, 20% plus \$10 administrative fee will be deducted from the refund.
4. No refunds will be granted once 50% of the program has been completed.

Athletic Field Reservations

1. Reservations may be transferred to another day and/or location (pending availability) without penalty.
2. Refunds that are requested prior to the date of the reservation will receive a full refund minus the \$10 administrative fee.
 - a. If a reservation is canceled due to weather, renter will be offered to transfer their reservation to another day and/or location (pending availability) without penalty. b. Refunds requested due to cancellations for weather will receive a full refund, no administrative fee included.

Shelter Reservations

1. Reservations may be transferred to another day and/or location (pending availability) without penalty.
2. After 60 days the customer can receive a full refund upon request.

Centerview

1. Cancellations 60 days prior to the event, the entire rental deposit and any additional amount paid will be refunded to the renter per normal City policies.
2. Individuals or groups requesting cancellation of reservations of the Centerview Facility spaces must do so at least sixty (60) days prior to the scheduled use

date. Notice of cancellation shall be made in writing to the Parks and Recreation Department by the Renter(s). If the cancellation request is received less than sixty (60) days prior to the scheduled use date, or if the Renter(s) fails to use the facility on the scheduled use date, the Renter(s) shall forfeit the required security deposit.

3. No refunds for inclement weather. Exceptions to this policy may be made on a case-by-case basis in the event of very severe weather or unusual emergencies. The Parks and Recreation Director will review any requests that qualify under these conditions.
4. The Parks and Recreation Department reserves the right to cancel any event due to severe inclement weather for safety reasons. In the event of Department driven cancellation, the renter will be given the option to reschedule at a reduced cost or a full refund.