



Program Registration and Facility Rental Payments

- All program registration or facility rental fees must be paid in full at the time of registration or booking.
- For Parks and Recreation or Senior Services programs with fees exceeding \$200, registrant will be allowed to pay a deposit of 50% of the course fee at the time of registration. The remaining balance is due no later than two weeks prior to the beginning of the program.
- All changes to facility reservations need to be made at least 24 hours in advance. All changes to weekend reservations need to be made by the Thursday prior to the reservation. A \$25 administrative fee will be applied beginning with the third amendment to a facility rental.

Recreation and Senior Service Program Refunds

- A FULL refund is granted when Parks and Recreation or Senior Services cancels any program. The individual may choose to transfer to another program or leave the credit on their account to be applied toward a Parks and Recreation program or facility rental or Senior Services program.
- A \$10.00 administrative fee will be charged for ALL refund requests for reasons other than the program being canceled by Parks and Recreation or Senior Services.
- NO refunds will be granted 7 days prior or after the start of a program except for medical reasons or relocation out of the area. A doctor's note may be required with your refund request. If the refund is for medical reasons or relocation out of the area, it will be prorated from the date of notification and the administrative fee will still apply.
- NO refunds will be granted for trips or team sports leagues unless the spot can be filled. The administrative fee will be waived if the individual chooses to transfer to another program or leave the credit on their account to be applied toward a Parks and Recreation program or facility rental or Senior Services program.
- Refunds of \$10.00 or less will be credited to the individual's account and the credit may be applied toward a Parks and Recreation program or facility rental or Senior Services program.
- Refunds are processed on the first of the month. It may take 4-6 weeks before the participant receives their refund. Credit card refunds are issued on the day the refund request is approved and issued back to the card used for payment.
- A refund request prior to the start of a program must be made in writing and submitted via mail, e-mail or fax to Parks and Recreation located at 16705 E. Avenue of the Fountains or Senior Services, located at 13001 N. La Montana Dr.

Park Facility Rental Refunds

- The Town of Fountain Hills reserves the right to cancel reservations if such cancellation is deemed to be in the best interest of the Town or if the facility is closed due to Acts of God. A FULL refund will be made if Parks and Recreation cancels the rental.
- In the event of inclement weather, the responsible party may re-schedule the rental at a later date. It is the responsibility of the customer to call 480-816-5151 within 48 hours following the initial rental date to reschedule. The reschedule date must be confirmed no later than 14 days after initial rental date.
- For major special events and wedding ceremonies at Fountain Park:
 - A FULL refund may be granted in the event of inclement weather when rescheduling is not an option.
 - One-half of all Fountain Park rental fees are non-refundable. One hundred twenty (120) days notice prior to event date is required in order to receive the remaining amount otherwise all payments are forfeited.
 - A \$10.00 administrative fee will be charged ALL to refund requests.
- All changes to reservations need to be made at least 24 hours in advance. All changes to weekend reservations need to be made by the Thursday prior to the reservation. A \$25 administration fee will be applied beginning with the third amendment to a facility rental.