

## St. Croix County Parks Department Refund Policy

This policy is to define a process and develop procedures on how the department will administer refunds requested from Park users.

- 1) Park staff shall accept refund requests from Park users in writing.
- 2) Refund must be based on the original method of payment.
- 3) If cancellations have not been received by staff prior to the arrival date, No refund or Coupon will be offered or issued to Park user.
- 4) When a refund request is received, staff must offer the following refund options;
  - a. **Coupon Refund**
    - i. Coupon would be sent to the Park user providing them equal number of nights camping. **(Subject to availability)**
    - ii. Coupon must be used in the same calendar year or camping season.

### **b. Cash/Check Refund**

- i. Parks retains \$ 5.00 – Reservation Fee
- ii. Parks retains an additional \$ 15.00 – Administrative Fee
- iii. Inform Park user that it may take 3 – 4 weeks before refund is received in the mail.
- iv. Staff completes Refund Form and sends through administrative processes.

(Ex) 2 - nights camping reservation

Reservation Fee	\$ 5.00
2 nights camping	\$ 40.00

Total	\$ 45.00
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Park retains	– \$ 20.00
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<u>Refund to User</u>	<u>\$ 25.00</u>
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### **c. Debit or Credit Card Refund**

- i. Park retains \$ 5.00 – Reservation Fee
- ii. Park retains \$ 1.00 – Convenience Fee
- iii. Park retains \$ 5.00 - Administrative Fee

(Ex) 2 - nights camping reservation

Reservation Fee	\$ 5.00
Convenience Fee	\$ 1.00
2 nights camping	\$ 40.00

Total	\$ 46.00
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Park retains	– \$ 11.00
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<u>Refund to User</u>	<u>\$ 35.00 by debiting Debit/Credit Card</u>
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