



Departmental Refund Policies (Effective Dec. 5, 2019)

Sports:

The Rome-Floyd Parks and Recreation Authority will consider refunds for sports programs under the following circumstances. Registrants must assume full responsibility for any changes in their personal life which may affect their ability to participate.

- If the Parks and Recreation Authority cancels a program the participant will receive a full refund.
- Refunds will not be granted due to team placement or coaching preferences.
- Refund requests based on injuries or medical limitations must be accompanied with a medical doctor's examination report.
- Only recreation program fees may be refunded. Equipment and/or uniform fees will not be refunded.

Facility Rentals & Camps:

- Applicable to all parks & pool facilities and any camp event sponsored by the RFPRA.
- A full refund will be issued for cancellation requests received at least fourteen (14) business days prior to the rental date.
- A 50% refund will be issued for requests received less than fourteen (14) but more than five (5) business days prior to the rental date.
- There will be no refunds for cancellations less than five (5) business days prior to the rental date.
- There will be no refunds for cancellations resulting from a "no show/no call" the day of the event unless otherwise approved by the Director.
- In the event a pool rental is interrupted by severe weather conditions, a refund can be requested provided the party was unable to use the facility less than half of the allotted time.

Refund Payments:

- **All refund requests are subject to review by the Sports Program Manager and/or Director.**
- Approved refunds for payments made by Cash/or Check will be issued via check by the Floyd County Finance Department. Approved refunds for payments made by Credit or Debit card will be credited back to the original card. Please allow approximately 3-4 weeks for refund checks to be issued.
- Transaction/Convenience Fees for all online registrations are not refundable.
- The Rome-Floyd Parks and Recreation Authority reserves the right to review these procedures and administer refunds in the best interest of the participants and by generally approved accounting procedures.