



CANCELLATION, REFUND, OR CHANGE DEPARTMENT POLICY

PURPOSE:

When the department receives requests for a refund or change to an activity registration or site reservation it is necessary to recover administrative cost of processing a refund or change and reduce the negative impact of cancellation on the success of the program.

POLICY:

- To cancel or request a change in the reservation: contact St. Louis county parks 314-615-4386 thirty (30) days prior to the reservation or program date. Any change or cancellation will be assessed a \$24 processing charge.
- Refunds will not be issued less than 30 days prior to the reservation or program date.
- Refunds will not be issued when facility or program fees are less than the processing charge.
- If St. Louis county parks cancels a reservation or program a full refund will be issued.

PROCEDURE:

When payment was made by the permit holder by check or cash, the amount to be refunded will be made by the department via check. Payments made by credit card will be credited to the permit holder's credit card account charged when the registration/reservation was made as long as the refund is issued within six (6) months of payment date. In the event that it has been greater than (6) months since the registration was made by the permit holder, refunds will be made by the department via check.

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