



# TOWN OF APPLE VALLEY PARKS AND RECREATION COMMISSION STAFF REPORT

---

**To:** Parks and Recreation Commission                      **Date:** October 2, 2014  
**From:** Ralph Wright  
            Parks and Recreation Manager                      **Item No:**   5    
**Subject:** Facility and Program Refund Policy  
**T.M. Approval:** \_\_\_\_\_                      **Budgeted Item:**  Yes  No  N/A

---

## RECOMMENDED ACTION:

Approve updated Department Refund Policy

## SUMMARY:

Staff will present a draft of a department wide refund policy for discussion and approval. The policy includes instructor class and program areas as well as facility rentals. Much of this policy is the informal policy that is followed and formally adopting the policy will ensure consistency in our operations.

## SUMMARY:

Staff has reviewed the current practices and recommends the adoption of the refund policy to ensure consistent application across all programming areas.

In regard to the facility refund policy; current policy allows for a full refund of all fees for cancellation requests with 7 days notice or more and a 15% administrative fee within 7 days of the scheduled rental. Due to the fact that many facility bookings for weddings, birthdays, quincinierras and the like are booked out months in advance, a cancellation window without much more notice inhibits the Town from booking a facility to replace the cancellation.

The Department's current policy is inconsistent with the standard practice in the industry. Staff placed a listserv request with local municipalities and received responses from many municipalities. While the policies vary tremendously, most have in place non-refundable deposits and forfeiture of at least a percentage of the rental fees depending on certain cancellation timeframes.

**FISCAL IMPACT:**

The adoption of this policy should ensure that if we are unable to rebook a facility after a cancelation, we will be able to minimize the loss of revenue.