



PAYMENT, CANCELLATION & REFUND POLICY

EFFECTIVE January 1, 2024

PURPOSE

The purpose of this administrative regulation is to adopt a fair and equitable payment, refund & cancellation policy for all fee-based rentals, classes, programs, and leagues.

POLICY

Payments, cancellation and refunds for all fees, dues, and charges for the Parks and Recreation Department are set forth by this document.

PAYMENTS

1. All payments or deposits must be received before services will be rendered and made payable to the City of Asheville Parks & Recreation Department. For some programs and/or facilities, non-refundable and/or refundable security payments, and refundable damage deposits may be required.
2. Payment methods include cash, checks (made payable to the City of Asheville Parks & Recreation Department) and all major credit cards.
3. Programs are not prorated.
4. Non-resident fees may apply.
5. Installment payments are set as weekly and monthly.
6. Non-Payments/Outstanding Balances - Individuals or groups that fail to meet established payment deadlines will receive a notification via email, a standard letter indicating the balance due and a final payment deadline. This payment deadline will be seventy-two (72) hours from the correspondence date. Individuals or groups that do not submit payment in full within this period will have their registration/reservation canceled immediately and will be denied future participation in Department programs or future facility rental until their account has been settled.
7. Any outstanding balance owed from a previous program must be paid in full to register for future programs for any family member. Payments will be applied to existing balances first.

ACTIVITY CANCELLATION

When an activity is canceled by the Asheville Parks & Recreation Department, fees are 100% refundable. Any participant wishing to withdraw from an activity or league must do so at least 14 days prior to the scheduled start of the activity or league.

- Withdrawal and cancellation requests after the 14-day notice period will be granted, but no refund will be given – with the exception of approved extenuating circumstances (normal sickness and illness do not qualify).
- Refunds must be requested by email to parcs@ashevillenc.gov or provided in writing to the Asheville Parks & Recreation Administrative Office, PO Box 7148, Asheville, NC 28801.
- Non-attendance or non-participation in an activity does not result in a refund/credit.
- APRD reserves the right to withhold a refund of any fees for participants/ users who have been removed from a program or facility for disruptive or unsafe behavior as defined in “Behavior Guidelines”.

EXTENDED CARE & CAMP CANCELLATION

All withdrawal requests must be received 14 days in advance of the requested withdrawal date. All fees will be charged up to the withdrawal date. Program fees will not be prorated based on your participation.

FACILITY RENTALS

Cancellation by Staff: There may be occasions when cancellations are made by Asheville Parks and Recreation Department due to a facility conflict, safety issue, or other unforeseen event. In the case that APRD cancels a reservation in its entirety, customers will receive a 100% refund.

Cancellation by Customer: Rental refunds will be permitted under the following circumstances:

- 100% refund of deposit and rental fees will be awarded to any renter if the request to cancel is made at least 14 days before the rental date.
- 0% refund of rental fees and 100% of security deposit will be awarded to any renter if the request to cancel is less than 6 days before the rental date.
- Inclement weather - 100% of rental and deposit fees will be refunded (i.e. snow, ice, etc.).

Security Deposits: Asheville Parks and Recreation reserves the right to retain the full amount of the security deposit contingent upon physical damages incurred, significant cleaning above and beyond normal use, any breach of rental agreement or permit, any breach of a city ordinance or policy, if any action by the renter and/or guests is deemed inappropriate by APRD, use of facility outside of scheduled and paid reservation times, or other unforeseen discrepancy by the renter. In the event that the security deposit is withheld, a letter will be sent to the renter with an explanation of charges and reasons to retain the renter's deposit.

MEMBERSHIP CANCELLATION

Withdrawals from memberships are only permitted for extenuating circumstances. Memberships are not subject to withdrawals for customer schedule conflict or personal reasons.

SPORTS LEAGUES

- When a league/clinic is canceled by APR, fees are 100% refundable.
- Non-attendance or non-participation in a league/clinic does not result in a refund/credit.
- APR reserves the right to withhold a refund of any fees for participants/users who have been removed from a league/clinic for any reason.
- Any participant wishing to withdraw from a league/clinic must do so at least 14 days prior to the scheduled start of the league/clinic (first practice/game). If the cost of the program is less than the processing fee, half the registration cost will be refunded. Refunds must be requested by email to parks@ashevillenc.gov or provided in writing to the Asheville Parks & Recreation Administrative Office, PO Box 7148, Asheville, NC 28801.
- Withdrawal and cancellation requests after the 14-day notice period will be granted, but no refund will be given – with the exception of approved medical or hardship cases. Medical and hardship cases are considered on a case-by-case basis and may require additional documentation.
- Refunds will be issued to the credit card used in the initial transaction, by check from the City of Asheville (please allow 4-6 weeks for processing) or you can request to have the refund applied to your account.
- Refunds will be applied to outstanding account balances before funds are released.
- Registration fees will be fully refunded if APR cancels the league/clinic.

SHELTER RENTALS

Shelter reservations need to be canceled four (4) days before the scheduled use for a full refund.

Cancellations can be made:

- Online at avlrec.com by logging into their account, clicking on My Account and then cancel reservation
- By calling the main Parks & Recreation line at 828-259-5800
- Emailing parks@ashevillenc.gov

Requests for a reservation cancellation within the four (4) day window will not be refunded. In the event that something such as the weather causes a cancellation, a credit will be issued for a future reservation or use.

REFUND/CREDITS

- No requests for refunds will be accepted after a course is completed.
- Cash payments will be refunded in the form of a check and can take up to 4 weeks to receive.
- Refunds for credit card purchases will be issued as a credit to the credit card account and may take 2-3 days to process.
- Check refunds may take 3-4 weeks to process.
- Credits-If you wish to leave your credit on your account, the credit will be valid for one (1) year.
- No refund or credit will be issued for classes missed by the participant.

Definitions:

Household Credit means your fees will stay in your account at AVLrec.com and can be used for future programs or rentals.

Refund means your fees will be returned to you in the form of original payment, with the exception of cash.