

# REFUND POLICY

## Clark County

### Department of Parks and Recreation

- All payment of fees must occur before use of the facility.
- All payments must be made in appropriate United States currency, money order, check or by credit card.
- Efforts will be made first to accommodate each individual or group by transferring use to a similar program or facility before issuing a refund.
- Refunds will be available based on the criteria within this policy, specifically listed below.
- If a customer receives a service or takes part in a program/activity and is unhappy with the outcome, a full refund will be given based on the Department's 100% satisfaction guarantee.

## GENERAL REFUND CRITERIA

### TYPE OF REFUNDS

(Unless otherwise noted)

- Class, program or rental is canceled by Department = Full refund.
- Reservation of picnic area, facility, camp, class or activity canceled by individual or group:

30 days or more prior to the first day of use	= 100%
21 days prior to the first day of use	= 75%
14 days prior to the first day of use	= 50%
Less than 14 days prior to the first day of use	= No Refund



A CENTURY OF SERVICE