



City of Wenatchee

Parks, Recreation and Cultural Services Department

1350 McKittrick Street, PO Box 519, Wenatchee, Washington 98807 • (509) 888-3284 • www.wenatcheewa.gov

CITY POOL RENTAL REFUND POLICIES

1.0 General Policies

The following general provisions apply in all instances:

- 1.0.1 Cancellations by the City of Wenatchee due to misuse of a facility or failure to follow facility policies may result in forfeiture of all fees, expulsion from the facility and denial of future use requests.
- 1.0.2 Refunds are subject to a Processing Fee unless waived by the City of Wenatchee or facility rental is cancelled by the City. The Processing Fee shall be equal to 25 percent of the registration or reservation fee rounded to the nearest \$.25.
- 1.0.3 A completed and signed Request for Refund Form, copy of original receipt and, if applicable, proof of injury or illness must be submitted for refund processing.
- 1.0.4 Refund requests for transactions of less than \$10.00 will not be accepted unless cancelled by the City.
- 1.0.5 Full refunds will be issued for reservations canceled by the City of Wenatchee.

1.1 Pool Rental Refunds

- 1.1.1 Customers are eligible for full refunds in the event that the rental is cancelled by the Parks, Recreation and Cultural Services Department. Efforts to reschedule the rental will be explored with the customer prior to the issuance of a refund.
- 1.1.2 Pool rentals are not eligible for refunds due to weather, natural occurring factors or other events such as temperature, rain, fire and air quality unless cancelled by the Parks, Recreation and Cultural Services Department.
- 1.1.3 Thirty (30) calendar days or more prior to reservation: To be eligible for a full refund, a written request must be submitted to the Parks, Recreation and Cultural Services Department a minimum of thirty (30) calendar days prior to the reservation. The Processing Fee is assessed on full refund requests.
- 1.1.4 Fifteen (15) to twenty-nine (29) calendar days prior to reservations: Requests submitted during this time period will receive a 50% refund for Rental Fees. The Processing Fee is also assessed for partial refunds.
- 1.1.5 Less than fourteen (14) calendar days prior to the reservation: Not eligible for refunds.



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POOL RENTAL REFUND REQUEST

RENTER INFORMATION:

Refund payable to: _____

Mailing Address: _____

City: _____ Zip: _____

Phone: _____ Email Address: _____

Reservation name (if different than above): _____

RENTAL INFORMATION:

DAY (S): Sunday Monday Tuesday Wednesday Thursday Friday Saturday

MONTH: Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec

DATE: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

TIME: From: _____ To: _____ **AMOUNT PAID:** _____

REASON FOR REFUND REQUEST: _____

Signature of requesting party: _____ Date: _____

Please return this completed form with a copy of your receipt to the location at the top of the page.

Please note, refund checks are issued following approval by the City Council. It may take several weeks before refund checks are mailed depending upon when the refund request is received in relation to when the next City Council meeting is held.

For Office Use Only	
Amount paid: \$ _____	How paid: <input type="checkbox"/> Cash <input type="checkbox"/> Check
Less Administrative fees: \$ _____	Receipt #: _____ Copy attached <input type="checkbox"/>
Less Prorated Amount: \$ _____	Transaction Code: <input type="checkbox"/> 5020 Pool Rentals
Refund Amount: \$ _____	Removed from calendar: _____
Approved By: _____	Approval Date: _____