



City of Wenatchee

Parks, Recreation and Cultural Services Department

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

COMMUNITY CENTER 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 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 Rental Fee 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 Community Center 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.

1.2 Damage Deposit Refunds

- 1.2.1 Damage deposits will be refunded in full if the event is cancelled.
- 1.2.2 It is the responsibility of the customer to leave the facility in the same condition as it was received prior to the event. Damage deposits will be refunded if cleanup is acceptable and no damage is noted. Customers must sign a checklist before leaving the facility in order to have the deposit returned.
- 1.2.3 Failure to properly clean the facility will result in forfeiture of all or part of the deposit. Costs are calculated at \$75 per hour plus materials and deducted from the deposit.
- 1.2.4 Customers are responsible for the actual cost of any required repairs to the facilities or grounds as the result of their event. Up to a 15% administrative charge may be assessed in addition to the cost of repairs. In the event that the cost to implement the repairs exceeds the deposit amount, the customer will be billed for the expense in excess of the deposit.



**City of Wenatchee
Parks, Recreation and Cultural Services Department**

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

COMMUNITY CENTER 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"/> 7000 Rental Fees
Refund Amount: \$ _____	<input type="checkbox"/> 7010 Damage Deposit
Approved By: _____	Removed from calendar: _____
	Approval Date: _____