



# Refund Appeal Form for Cancelled Rental Reservations



## REFUND/CREDIT POLICY

1. Full refunds will be given if Augusta County Parks and Recreation (ACPR) cancels a rental reservation.
2. Refunds will be given up until 2 weeks prior to the date of reservation, minus the cancellation fee. No refunds will be approved after this date unless special circumstances warrant, such as emergency, illness, death, etc.
3. Refund checks will be mailed within 2-4 weeks for transactions made by check or cash. Refunds will be applied to credit cards for transactions made by credit card. If there is an existing household balance, the refund will be directly applied to that balance.
4. All refund requests must be submitted on the Refund Appeal Form. Please mail completed Refund Appeal Form to Augusta County Parks and Recreation at P.O. Box 590, Verona VA 24482, fax to 540-245-5732 or email to [parksrec@co.augusta.va.us](mailto:parksrec@co.augusta.va.us). Refund Appeal Form must be received in our office within 10 business days of the initial inquiry in order to be considered.

**Shelters:** With any cancelled reservation, a \$10 cancellation fee will be retained. Requests to transfer the reservation to another available date will be honored up to 2 weeks in advance. Any change to the original reservation with less than 2 weeks' notice will incur a \$10 transfer fee.

**Deerfield Community Center:** With any cancelled reservation, a \$10 cancellation fee will be retained. Requests to transfer the reservation to another available date or time (but not the duration) of the original reservation will be honored up to 2 weeks in advance. Any change to the original reservation with less than 2 weeks' notice will incur a \$10 transfer fee.

**Pool Rentals:** With any cancelled reservation, a \$15 cancellation fee will be retained. Rentals may be transferred to another available date if more than 2 business days' notice is provided. Any transferred rental will incur a \$15 transfer fee.

**Government Center:** With any cancelled reservation, a \$25 cancellation fee will be retained. Requests to transfer the reservation to another available date or time (but not the duration) of the original reservation will be honored up to 2 weeks in advance. Any change to the original reservation with less than 2 weeks' notice will incur a \$25 transfer fee.

**Ball Fields:** Fees are non-refundable and non-transferable. The rental fee will not be pro-rated at any time.

**Natural Chimneys Camping:** Please complete the separate Natural Chimneys Camping Refund Appeal Form.

## Reason for Refund Appeal

Name of Renter \_\_\_\_\_

Preferred Contact # \_\_\_\_\_

Facility Rented \_\_\_\_\_

Rental Date(s) \_\_\_\_\_ Amount Paid for Rental \$ \_\_\_\_\_

By checking this box and typing my name below, I certify that the information provided on this form is complete and correct to the best of my knowledge. I understand and hereby agree that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Should my refund appeal be approved, please mail to:

Name of Payee \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

OFFICE USE ONLY BELOW THIS LINE

This refund is APPROVED/DENIED for the amount of \$ \_\_\_\_\_

\_\_\_\_\_  
Authorized Staff Member

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date