	Policy	Policy No.	Affect & Type	Approval Date
ST. MARY'S COUNTY RECREATION & PARKS	Refunds & Cancellations	R7	Program and rental participants Public	2/20/2015
	Raymond E. Bivens, *Director*			**Amended:** 7/17/2015 5/21/2025 8/21/2026

PURPOSE

To establish refund policies for Recreation & Parks services offered at all recreation facilities, county museums, parks and the Wicomico Shores Golf Course & Riverview Restaurant.

SUBTITLE

Program, event and facility rental refund policies.

PROCEDURES

I. Advanced Cancellation
   a. Payments for programs, classes, and facility rentals, may receive a full refund if completed 2-weeks prior to the start of the program/class/rental. Requests must be processed by accessing the customer's online account. Refund will be issued as household account credit.
   b. Any cancellations with a request to be issued a refund to original form of payment or as a check refund will result in a processing fee of $10 deducted from total refund. To request this option, the Cancellation Request Form must be completed online.

II. Limited Notice Cancellation - Partial Refund
   a. Requests between less than 2 weeks prior to the start date, and before, 2 business days prior to start of program. This action cannot be completed via the customer's online account.
   b. Requests require a Cancellation Request Form completed online. Refund will result in 50% of registration fee. Refund can be requested as a household credit, credit card refund or check request. Customers using a digital wallet app will receive a household credit. The system is unable to apply refunds back to original payments using digital wallet apps.

III. Late Cancellation - Participant No Show, No Refund
   a. Requests received in less than 2 business days, will result in no refund.
   b. A refund will not be available for any requests received once a program has started.

IV. Request for Program/Class Transfers
   a. Advanced request at least 2 weeks prior to the start date - any fee changes incurred, require payment at time of transfer.
   b. Request between less than 2 weeks prior to the start date, and before 2 business days prior to start of program require:
      i. transfer to a different day or at a different time,
      ii. space is available and registration minimums have been met,
      iii. change does not incur a fee change
   c. Requests must be made in writing to RPinfo@stmaryscountymd.gov.

V. Not Eligible for Refunds
   a. Special Events, Bus Trips & Tickets
   b. Recreation & Parks Passes
   c. Daily Admissions, Greens Fees, and Drop-In Fees
   d. Merchandise sales
   e. Non-Refundable Deposits
   f. Monthly Tuition agreements (SAC, Gymnastics Team)
   g. Gift Cards
   h. Donations & Sponsorships

VI. Special Considerations
   a. *Facility Reservations*: review rental agreement or contract for specific guidelines related to security deposits, property damage fees, request for change of reservation date, and recurring payment schedules.
   b. *Medical Emergency*: an official doctor's directive prohibiting participation can be applied for pro-rated refund based on remaining classes unable to attend. R&P pass expiration dates may be extended to equal absence time indicated by doctor's note. A doctor's note will need to be submitted with the Cancellation Request Form.
   c. *Department Cancellation*: A full refund will be issued if R&P changes the location, time or date of the program which prohibits attendance, of if the department cancels the program due to insufficient registration.
   d. *Merchandise Sales & Food/Beverage Operations*: Follow guidelines established at the County Museums or the Wicomico Shores Golf Course & Riverview Restaurant for concerns related to purchased merchandise or food/beverage service delivery.
   e. All special considerations will be reviewed and approved by designated R&P staff.
   f. *Special Programs*: Please refer to parent handbooks for various programs with different schedules affecting cancellation and refund processes such as the Youth Basketball League and Summer Camps.

VII. Definitions

a. *Program & Classes*: any activity that requires registration and meet at least once during the designated activity period.
b. *Facility Rentals*: scheduled reservation for use of an indoor room or space, pavilion, park amenity or field designated for use and reservation by the public.
c. *Recreation & Parks*: includes all program and facilities operated in recreation indoor and outdoor facilities, county parks, Wicomico Golf Course & Riverview Restaurant, Piney Point Lighthouse and St. Clement's Island Museums.
d. *Daily Entrance & Drop-In Fees*: one-time, single use, one-day access such as golf greens fees, water taxi boat ride, daily park entrance fee, and park amenities.
e. *Household Credit*: Balance assessed to customer's registration account to be used for future registrations or reservations.
f. Cancellation Request Form direct link: www.stmaryscountymd.gov/Recreate/Recreation/Cancellation
g. *Fiscal Year*: July 1 to June 30

	Policy	Policy No.	Affect & Type	Approval Date
ST. MARY'S COUNTY RECREATION & PARKS	Household Credits	R8	General Public Public	2/20/2015
	Raymond E. Bivens, *Director*			**Amended:** 3/31/2021 5/21/2025 8/21/2026

PURPOSE

To establish fair elapsed time schedule for maintaining household credit. This applies to all households kept in Rec Trac Software program regardless of program or facility location.

SUBTITLE

Household credit expiration and refund timeline.

PROCEDURES

I. Definition: Fiscal Year refers to dates between July 1 and June 30 each calendar year.

II. General Credit Balances Under $100

a. A household credit is a result of a request for program refund (per cancellation policies), class cancellation or any situation deemed by Recreation & Parks. Any amount $100 or less will remain on the account for 12 months from date of credit applied.

b. Household credits may be used towards any purchase of services with Recreation & Parks.

c. Household credits are applied:

i. Per the request of the customer. Once it has been applied, the customer will not be able to then request a refund via credit card.

ii. If a customer changes an active reservation beyond the cancellation period and is approved by staff based on legitimate circumstances (illness, family emergency, deployment, job loss).

iii. If a customer requests to transfer to another program at which said program is a lesser value.

d. Household credits less than $100 will expire 12 months from the original credit date.

e. Household credits cannot be transferred to other households or forms of refund payment.

f. Unused household credits that expire will be transferred to the department's scholarship fund.

III. Household Balances Exceeding $100

a. Any household credit balance exceeding $100.00 as of June 1st each calendar year will be processed for a check reimbursement. The reimbursement will include the entire household balance at the time of processing.

b. Recreation & Parks is not responsible for any returned checks due to insufficient mailing or contact information.

c. Only check refunds will be issued. Refunds will not be completed to credit or debit cards.

d. Household balances cannot be rolled over to following fiscal year.

IV. Household Balance Refund Request

a. Request for household balance refunds are approved if completed within the same fiscal year the original purchase was completed.

b. Approved refunds will be issued as a check that is mailed to the address on file for the household.

c. Unused household balances scheduled to expire can be used to purchase R&P gift cards. Any unclaimed balances will be surrendered, per Sections II.d and II, and transferred to the department's scholarship fund.

V. Exception

a. If a customer requests a household credit to remain on their household that is set to expire and is to be used for program enrollment immediately following the new fiscal year (July 1), written request must be submitted to RPinfo@stmaryscountymd.gov and received by May 31.

b. A new expiration date for the household balance will be set to 3 months following exception request.

c. After 3 months, the balance will be surrendered and transferred to the department's scholarship fund.