



Refund Request Form



RETURN TO: COBparkadmin@AlleghenyCounty.us or **FAX:** 412.350.2682

Permit holder is responsible for ensuring form has been received within the correct time frame to receive a refund

Permit Holder's Name: _____ Permit #: R _____

Event Date: _____ Permit Process Date: _____

Park: _____ Rented Facility: _____

REFUND REQUEST POLICY- *(Any cancellations/change made within one (1) business day will not incur a processing fee)*

4 **Cancellations/changes after (1) business day:**

* Permits **over** \$100-Refunded to card or by check minus a \$35.00 processing fee, per permit.

* Permits **under** \$100-Refunded to permit holder's parks account minus \$10 processing fee, per permit.

4 **60-30 days prior to original event date:**

* All permits refunded to permit holder's parks account minus \$10 processing fee, per permit.

4 **Less than 30 days prior to original event date:**

* No refunds will be given.

Reason for Request (must provide):

Refund Type:

Credit or Debit Card *(Only refunds \$100+, refunded to card used for original payment)*

Check *(Only for Refunds \$100+, made out to original permit holder)*

Parks Account *(For all permits under \$100) (Any permit type can choose this option)*

Processing Disclaimer: *Refund requests are processed within 5-7 business days of being received. Once processed, credit card refunds may take up to 7-10 business days and check refunds up to 21 business days to reach you.*

Facility Rental Fee: \$ _____ **Alcohol Permit** Total: \$ _____

Permit Holder/ Proxy Signature: _____ Date: _____

PERMIT REFUND & CANCELATION POLICY

Any Cancellations/Change made within one (1) business day will not incur a processing fee

BUILDINGS & SHELTERS

- NO credit card or check refunds will be issued for permits under \$100.00.
- All requests for refunds due to rental issues must be made no more than 7 days after the rental date, NO EXCEPTIONS.
- All Refund Requests are subject to approval.
- Allegheny County is not responsible if the rental venue becomes unavailable. This includes but not limited to, structural/mechanical/equipment failure, fire, flood, or other man-made or natural disasters. Allegheny County is only responsible for the reimbursement of funds already paid for the permit.

Refunds terms & conditions:

- ♣ Permits cancelled by the Parks Department, will be issued a full refund to the permit holder.
- ♣ Cancellations that are done after (1) business day for permits over \$100 will be assessed a \$35.00 processing fee.
- ♣ Cancellations that are done between 60-30 days prior to the original date of event OR for permits under \$100.00, a credit will be issued to the permit holder's park account and will assess a \$10.00 processing fee, per permit.
- ♣ Any cancellations less than 30 days prior to the original date of event will not receive a refund nor a credit on their park account.
- ♣ Cancellations due to medical or emergency situation(s), documentation must be provided, and will be evaluated at the discretion of the Park's Director.

Types of Refunds:

- ♣ Shelters/building rentals over \$100.00 paid for by check or cash, a refund will be issued via check; ONLY, minus a \$35.00 processing fee.
- ♣ Payments made by credit card that are over \$100.00 will be refunded back to the card that was used for the reservation; minus a \$35.00 processing fee if after (1) business day.

Weather Related Refund:

- ♣ There will be NO Refunds due to inclement weather.

Changing Permit Dates and Locations:

- ♣ One FREE change of date and/or location (if done at the same time) will be granted per permit.
- ♣ ALL changes must be done 30 days prior to the original permit date.
- ♣ Any additional changes made after, will be assessed a \$10.00 processing fee per transaction.
- ♣ Once a change of date has been issued, ALL refunds/credits to account will be forfeited.

SPECIAL REQUESTS

- NO Refunds will be issued for Special Request applications, regardless of approval status, event cancellation, equipment failures, or inclement weather.

ALCOHOL PERMIT

- NO Refunds will be issued after the event has occurred, regardless of any unforeseen circumstances.