



# FACILITY & SHELTER REFUND REQUEST FORM

EMAIL FORM TO: [COBparkadmin@alleghenycounty.us](mailto: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/Shelter: \_\_\_\_\_

Facility Rental Fee: \$ \_\_\_\_\_  Alcohol Permit Total: \$ \_\_\_\_\_

REFUND REQUEST POLICY	
Any cancellations or changes made within one (1) business day of the <b>Permit Process Date</b> will NOT incur a processing fee	
Cancellations/Changes After One (1) Business Day Of Permit Process Date:	
Permits <b>OVER</b> \$100	For rentals paid for with credit card, refunds will be issued back to original payment. For rentals paid for by cash or check, refunds will be issued via check. * <b>* A \$35.00 processing fee will be deducted, per permit (for all refund types).</b>
Permits <b>UNDER</b> \$100	Refunds will be issued back to Permit holder's Parks' account. * <b>*A \$10.00 processing fee will be deducted, per permit (for all refund types).</b>
60-30 Days <u>BEFORE</u> Original Event Date:	
ALL Permits will be refunded back to Permit holder's Parks' account. * <b>*A \$10.00 processing fee will be deducted, per permit (for all refund types).</b>	
Less Than 30 Days <u>BEFORE</u> Original Event Date:	
No refunds will be given	

Reason for Refund Request (must provide):

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*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.*

Permit Holder/Proxy Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# **PERMIT REFUND & CANCELLATION 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 Parks 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.