

Parks & Recreation

Cancellation & Refund Policy



Pavilion & Hourly Field Rentals:

Cancellations require one business day notice for a full refund. Cancellations the day of the reservation will result in forfeiture of the rental fees. Abuse of the cancellation policy can result in suspension of account. In the event of inclement weather, the renter may receive a full refund of the rental fees. In order to receive the full refund in the case of inclement weather, the renter must notify the Parks & Recreation office the business day after the reservations date.

*Inclement weather:

- Heat index >100 degrees
- Wind Chill <10 degrees
- Rain (only applies to grass fields)
- Lightning within 10miles

Tournaments/Daily Field Rentals:

Cancellations for tournaments and daily field rentals require one business week notice for a full refund. Refunds for tournaments and daily field reservations without proper notice will be handled on a case by case basis by the Parks & Recreation office.

Mt. Hebron Assembly Hall:

To receive a full refund (cleaning fee and paid rental fee) for a cancellation, the renter must notify the Parks and Recreation Department, in writing, a minimum of five (5) business days prior to the reservation date. If the renter cancels within five (5) business days renter may use the original paid rental fee to reschedule the event for an available date within six (6) months of the original rental date.