



Town of Southern Pines Recreation & Parks

Refund Policy

- **IF THE RECREATION DEPARTMENT CANCELS** a program, activity, class, or facility reservation, a FULL refund will be issued in the form of a check within four (4) weeks.
- **CREDITS AND REFUNDS MUST BE REQUESTED IN WRITING** at least five (5) full working days prior to the first scheduled day of the program, class, activity, league action or facility reservation/rental.
- **NON-REFUNDABLE amounts are also NOT TRANSFERABLE.**
- **REFUND FOR QUALIFIED REGISTRANTS:** When an individual registrant qualifies for a refund, the refund will be equal to the amount paid by the registrant, less both a \$5.00 administrative fee and any non-refundable portion. Refunds totaling \$10.00 or less will be issued in the form of a credit which is valid for one (1) year from the date of issuance. See individual Registration or Permits for details of refundable and non-refundable fees.
- **FULL CREDIT:** If a registrant qualifies for a refund, they may choose a full credit of the refundable portion instead of a refund with no \$5.00 administration fee deducted. The credit is good for one year for any program or activity in the Recreation Department.
- **WHEN AN ADULT ATHLETIC TEAM QUALIFIES** for a refund, the refund will be 75% of the team's registration fee. The \$20.00 non-resident team members fee is not refundable.
- **TRIP CANCELLATION:** If a registrant cancels participation in a trip, a full refund, less both a \$5.00 administrative fee and any non-refundable deposits, will be issued only if the trip is fully subscribed and the registrant's slot is filled. Otherwise, there will be no refund.
- The Recreation and Parks Director will determine refunds in any special circumstances not addressed by this policy.
- **FACILITY RENTALS:** For facility rentals, deposits are required to secure a reservation for the desired date and time. If the reservation is cancelled in writing a least 5 full working days before the event, the refundable portion is as indicated:
 - For athletic field, shelter, gym and pool rental: the deposit is the entire reservation fee. Qualified refunds will be 50% of the fee as credit good for 1 year from date of issue; or 50% of the rental fee less a \$5 administration fee—issued as a check.
 - For the Douglass Community Center, Train House or Train Station a non-refundable and non-transferable deposit of \$20 resident and \$40 non-resident is required to secure a reservation. There is no refund or credit for the deposit. For any amounts paid in addition to the required deposit, a full credit good for 1 year from date of issue; or a refund or the refundable portion (amount paid less the deposit) less a \$5 administration fee, issued as a check.

Recreation & Parks Main Office

Campbell House (upstairs)
482 East Connecticut Avenue
Southern Pines, NC 28387
V 910-692-2463 f 910-692-1835

Douglass Community Center

1185 West Pennsylvania Avenue
Southern Pines, NC 28387
v 910.692.7376
f 910-692-1835