

COUNTY OF RIVERSIDE, CALIFORNIA
BOARD OF SUPERVISORS POLICY

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Policy:

It is the policy of the Board of Supervisors that refunds and credits to park users will be considered under certain circumstances, defined as follows:

Refunds. Consideration for refunds will be given under the following conditions:

- a. A request for refund that has been received at Parks headquarters at least 14 days prior to the date of use of the park facilities.
- b. An incapacitating injury and/or death to the reserving party or its immediate family.
- c. Weather conditions endangering the safety of the park users.
- d. Inoperable park facilities creating a hardship on park users.
- e. Cancellation of programs for which payment has been made.
- f. Other circumstances deemed appropriate by the Parks Director or his representative.

Credits. Consideration for credits will be given under the following conditions:

- a. Illness of park user
- b. Breakdown of park user's camping equipment such that camping becomes a hardship.
- c. Emergency at home requiring the camper to leave early.
- d. Major public disturbance in the campground caused by persons other than the camper.
- e. Other circumstances deemed appropriate by the Parks Director or his representative.

Refunds and/or credits will NOT be considered if the park user is asked to leave due to a violation of State Codes, County Ordinances, or park rules.

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All requests for refunds and/or credits shall be submitted in writing to the Parks Director. Each request must state the park attended, the date(s), the amount of the request, and the reason for the request.

Credit slips approved by the County Auditor-Controller will be issued by the Parks Director or representative to those qualifying park users.

The Parks Department shall establish an internal procedure for the approval/disapproval of written requests for refunds/credits, and for the issuance of refunds/credits for approved request

Reference:

- Minute Order 4.6 of 06/07/83
- Minute Order 3.4 of 12/18/07