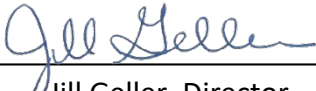


City of Roseville – Parks, Recreation & Libraries

Department Policies & Procedures

APPROVED:



Jill Geller, Director

Number: 4.1.3

Effective Date: 01/02/2018

Revised Date: 11/20/2024

Last Reviewed Date: 11/20/2024

Subject: PRL Program, Rental & Event Refund

Purpose

The City of Roseville Parks, Recreation & Libraries (PRL) has established a policy to ensure consistent execution of program, rental, and event refunds.

Policy

It is the policy of PRL to provide program, rental, and event refunds under certain conditions and per the parameters set forth below.

Requests for refunds can be submitted via phone, myRSVL, email, walk-in or mail, unless otherwise noted below.

Refunds by check are typically processed within four weeks of the request. Refunds by credit card are typically processed within 3-5 days.

Programs & activities -- Full refunds will be provided for cancellation requests received at least five (5) business days before the first class, unless otherwise noted in the program or activity description. For requests within five business days, if staff are able to fill the space with another registration, they will contact the original registrant to offer a refund. No refunds will be issued for failure to attend or requests made after the program has ended. Missed days are not eligible for pro-rated fees or refunds.

Adventure Club and Preschool – Tuition refunds will be issued for requests received in writing at least two weeks in advance. All registration fees are non-refundable.

Trips & Excursions – No refunds will be given unless the space can be filled with another registration.

Tickets – No refunds will be given to ticketed events.

Sponsors – No refunds will be given to sponsors.

Event Vendors – Vendor space may receive a refund, if requested at least 14 calendar days prior to the event.

Park and Facility Rentals, Sports Fields/Tournaments or Special Events- Refer to the specific application for specific refund details.

Refund requests beyond those established in this policy must be approved by the applicable Superintendent or Manager.

Document Reference
Rental Applications