

~~approval of the parks and recreation advisory board.~~

1. Inclement Weather (rain out): Inclement weather rain outs will be determined by the Parks and Recreation Director or designee. Reservation holders may reschedule based on availability and within 90 days from the original reservation date. Customers must notify the Parks Administration Office (830) 221-4350 within the first three working days of the rain out date in order to reschedule.
2. Cancellations by Customer
 - a. Peak season is defined as March - September. During peak season, if cancellation is received less than two weeks prior to the reservation date, customer will be issued a 50% refund or account credit. Outside of peak season, customer will be issued a full refund when reservation is cancelled independent of cancellation date.
3. No Refund: If customer fails to show up or no cancellation notice is received prior to the date of the reservation, no refund will be issued.
4. Special Circumstances: Special circumstances related to cancelation requests not specifically covered within this policy will be determined at the discretion of the Parks and Recreation Director or designee.

ADDRESSES A NEED/ISSUE IN A CITY PLAN OR COUNCIL PRIORITY:

<input checked="" type="checkbox"/>	Yes	Core Values	Fiscal Responsibility: Our decisions reflect sound fiscal management and prudence.
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FISCAL IMPACT:

N/A

COMMITTEE RECOMMENDATION:

The Parks and Recreation Board approved these changes at their meeting on June 18, 2019 by a 6-0 vote.

STAFF RECOMMENDATION:

Staff recommends approval to the change of Code of Ordinances for park reservation refunds.