

## Legislation Text

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File #: 19-493, Version: 1

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Presenter/Contact

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**SUBJECT:**

Approval of the first reading of an ordinance amending the Code of Ordinances Chapter 86-2 regarding refunds of reserved picnic area and individual picnic table usage fees in city parks.

**BACKGROUND / RATIONALE:**

Staff recently reviewed the refund policies for both program registrations and park reservations. To insure a consistent procedure throughout the department, a Parks and Recreation Refund Policy was written.

Staff is recommending the following changes in regard to refunds of reservation areas. The change is proposed in order to better accommodate customers. The handling fee is proposed to be eliminated due to the majority of customers receiving refunds on credit cards vs. paper checks. The \$7 fee was originally set to cover costs associated with check refunds.

## Chapter 86-2

- c) The reservation fee, as set forth in this section, may be refunded under the following conditions:
- ~~(1) A \$7.00 handling fee will be assessed to any patron requested refund.~~
  - ~~(2) Full refund of the reservation fee in those cases where the director of parks and recreation is notified in writing of cancellation of reservation not less than 14 days prior to the date of use of the reserved area less the \$7.00 handling fee.~~
  - ~~(3) Refund of one-half of the reservation payment may be authorized if cancellation is received by the director of parks and recreation in writing between 14 days and the day prior to the date of use of the reserved area, less the \$7.00 handling fee.~~
  - ~~(4) The only exception to the refund provisions as set forth in this subsection shall be with the 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	<b>Core Values</b>	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.