



**CITY OF SIOUX CITY  
PARKS AND RECREATION  
401 GORDON DRIVE  
PO BOX 447  
SIOUX CITY IA 51102-0447**

## **REFUND POLICY**

The City of Sioux City Parks and Recreation provides recreational and aquatic opportunities to participate in healthy active programs, instruction classes, family oriented fun experiences, and additionally supports many public events. Facilities are available for rental needs of families, schools, companies, groups and organizations, etc. at various locations year round.

In order to effectively and fairly serve the majority of the citizens we have implemented the following refund policy. We strive to follow these stated policies but understand circumstances may prohibit the ability of the citizen to engage in the program or rental agreements. Please call with any questions about unexpected situations that arise and require your cancellations. Proof of situation may be required to obtain a refund.

Refund policies are also stated on each registration form and on the facility rental forms.

**FACILITY POLICY:** Facility rentals must be paid at the time of the reservation placement. A full refund will be given to shelters, Rose Garden, Anderson Dance Pavilion, and Grandview Bandshell rentals with a thirty day notification of cancellation.

Swimming Pool rentals have options to rebook or obtain a refund if weather related circumstances arise.

Long Lines Family Rec Center refunds will be given to court rentals cancelled thirty days prior to the event with the exception of large weddings, Quinceanneras, company and community events. For larger events that paid the \$100 down payment to reserve the facility and paid the balance one month prior to the event date, the \$100 down payment will not be refunded.

**PROGRAM REFUNDS:** Recreation programming requires a minimum of one week prior to the start of the class for a refund less 10% administrative fee. After the class begins, no refunds will be given. Sports programs will be refunded less a 10% administrative fee if cancelled prior to the deadline dates. No refund will be given after the deadline date nor after the sport has begun.