



## GOODLETTSVILLE PARKS AND RECREATION REFUND POLICY

### City of Goodlettsville Parks and Recreation Contact Information:

**Customer Service Center Phone:** 615-851-2200

**Office Hours:** Monday – Friday, 8:00am – 4:30pm

**Office Location:** Goodlettsville City Hall, 105 South Main Street, Goodlettsville, TN 37072

**Email Address:** [goodlettsvilleparks@goodlettsville.gov](mailto:goodlettsvilleparks@goodlettsville.gov)

**Website:** [www.goodlettsvilleparks.com](http://www.goodlettsvilleparks.com)

### FACILITY RENTALS INCLUDING SHELTERS AND COMMUNITY CENTER

Permit holders may cancel a reservation under the following refund schedule. Requests can be made by phone or in person:

Full Refund	At least 10 days in advance of reservation date
Half of Reservation Fee	With a 5 day notification from reservation date
No Refund	Within 5 days of reservation date

*\*Convenience Fees will not be refunded*

### WEATHER CONDITIONS

If Parks and Rec must cancel your event due to weather, you may reschedule your rental date within one calendar year, or a credit may be placed on the customer account. There are NO refunds due to inclement weather. As defined by the department, inclement weather is rainstorms, snowstorms, or other severe weather condition. Weather that is considered too hot or too cold is not considered inclement weather as defined by the department. Also, a chance of rain on the event date or rain showers is not considered inclement weather by the department.

### PLEASANT GREEN POOL PRIVATE PARTY RENTALS

Permit holders may cancel a reservation under the following refund schedule, and can be made by phone or in person:

Full Refund	At least 10 days in advance of reservation date
Half of Reservation Fee	With a 5 day notification from reservation date
No Refund	Within 5 days of reservation date

*\*Convenience Fees will not be refunded*

Due to the unique safety regulations and limited scheduling options of an aquatic facility, refunds or reschedules for private parties will be determined on a case-by-case basis by the Superintendent of Recreation or the Director of Parks and Recreation when the facility must be closed for weather conditions or other reasons.

### REFUNDS FOR CLASSES, PROGRAMS, OR EVENTS

Full Refund	At least 7 days in advance of the first meeting date
Half of Activity Fee	Less than 7 days in advance of the first meeting date
No Refund	After first meeting date, unless the department cancels the activity

*\*Convenience Fees will not be refunded*

For athletic league registrations, a refund may not be possible once uniforms have been ordered or if the minimum number on a team is dependent on the registered participant.