CITY of CALABASAS

Community Services Department

Community Services Director

11.6.25
Date

Refund Policy Procedure & Guidelines

PURPOSE:
This policy is designed to provide procedures for the issuing of refunds to participants in classes, programs, activities and facility rentals.

POLICY:
Refunds for programs and activities offered by the Community Services Department will be provided in accordance with the following guidelines and procedures.

- All refund requests must be submitted in writing.
- Unless otherwise specified, approved refunds will automatically be issued as a credit to the customer's registration account.
- Credits may be applied toward future programs, classes, or facility reservations.
- Returned checks will be subject to the current Non-Sufficient Funds (NSF) fee.

The following list of criteria is meant to be a guideline and is not comprehensive.

FEE DEFINITIONS:

Registration Fee
The base fee for a class or program determined by a contractor who keeps 70% of the payment. If the program is facilitated by City of Calabasas employees, all funds are retained by the City.

Administrative Fee
A fee collected per activity by the City to cover the administrative and logistical costs associated with staff operations. Fees are non-refundable unless the program is canceled by the City of Calabasas.

Convenience Fee
The term used to define **merchant transaction fees** charged per registration by a third-party payment processor. This fee is paid to the processor at the time of initial charge and is non-refundable to the City or individual making said payment.

Facility Rental Fees
The hourly rate required to retain exclusive use of a designated area within a City of Calabasas Park or facility for a specific date and time. This term also includes all associated costs related to the use of City-owned equipment and supplies, as well as services provided by third-party cleaning and security firms at the time of the rental.

Facility Rental Insurance Fee
A fee for insurance purchased on a facility renter's behalf through a third-party tenant/user liability insurance program. The policy ensures renters are covered by liability insurance specified in the City of Calabasas Municipal Code (Ord. No. 2024-405, § 3, 6-26-2024).

Facility Rental Deposit Fee
A set amount of money paid by the customer to hold a location/site for an event and serve as a guarantee that they will abide by the terms and conditions of the agreement to use the location/facility. Deposits are fully refundable within one month of the event unless the space occupied has been damaged, the maximum guest capacity and/or reserved space limit has been exceeded, use of any unapproved vendor, continued occupancy of the space beyond the reserved hours, or there was a violation of the City's rental rules, regulations, or government laws.

Facility Rental Damage and Non-Compliance Fees
Fees incurred due to violations of the rental agreement, excessive cleaning requirements, or unpaid balances. If the security deposit does not fully cover these costs, additional fees may be assessed to the applicant in order to recover the City's expenses.

GENERAL REFUND GUIDELINES (excludes Sports Leagues and Facility Rentals):

Convenience fees are non-refundable.

Administrative fees are non-refundable unless a program and/or class is canceled by the City or a digital Refund Request Form is submitted at least 48 hours before the first day of the class/program.

A **full** credit to account (minus convenience fees) is issued when:

- a program and/or class is canceled by the City (in these cases, the City will automatically process the refund).
- a digital Refund Request Form is submitted at least 48 hours **before** the first day of the class/program.

A **pro-rated** credit to account (minus convenience and administrative fees) is issued when a Refund Request Form is submitted at least 48 hours before the second day of the class/program, regardless of attendance.

No refunds of any kind are given after 48 hours before the second class/program or for the following:

- American Red Cross certification courses
- Camps
- Drop-in classes or daily use fees
- Memberships
- Single-day classes, programs, seminars or lectures

- Special events
- Missed attendance

In the case of swim lessons, excursions, and culinary classes, a credit on the account will be issued only if the space can be filled by another participant.

Participants or members who frequently request refunds for multiple classes after registration, especially when it appears they are reserving spots without genuine intent to participate, may face restrictions on future registrations. This policy is in place to ensure fair access to programs for all interested participants and to maintain the integrity and efficiency of our registration process. Refund patterns will be monitored, and individuals found engaging in such practices may have their registration privileges adjusted or limited at the City's discretion.

REFUND GUIDELINES: FACILITY RENTALS

Convenience fees are non-refundable.

Administrative fees are non-refundable if a refund is requested less than 30 days prior to the reservation date.

Full security deposit refunds (minus administrative, insurance, and convenience fees) will be automatically issued within one month of the event to the payee by check or to the credit card used at the time of registration/payment, **unless**:

- the rented space has been damaged
- the maximum guest capacity and/or reserved space limit has been exceeded
- use of any unapproved vendor
- continued occupancy of the space beyond the reserved hours
- there was a violation of the City's rental rules, regulations, or government laws

The applicant is responsible for covering any expenses incurred due to violations of the rental agreement, excessive cleaning requirements, or unpaid balances. If the security deposit does not fully cover these costs, additional damage and non-compliance fees may be assessed to recover the remaining balance.

Applicants wishing to cancel a rental prior to the reservation date must submit a digital Refund Request Form. Refund rates are as follows:

#DAYS PRIOR TO RESERVATION DATE	**DEPOSIT FEE** AMT. REFUNDED TO CUSTOMER	**RENTAL FEE** AMT. REFUNDED TO CUSTOMER	**INSURANCE FEE** AMT. REFUNDED TO CUSTOMER	**ADMINISTRATIVE FEE** AMT. REFUNDED TO CUSTOMER
31 days or more	100%	100%	100%	100%
30 - 15 days	50%	50%	100%	0%
14 - 1 day(s)	0%	0%	100%	0%
Event Day Damage or Noncompliance	0% refunded. Customer to be charged for any costs incurred by the City.	0%	0%	0%

After Event	0%	0%	0%	0%

In the event a reservation is postponed and later canceled by the applicant, all refund rates revert to the date of the original reservation.

In the event of a natural disaster, scheduling conflict on the City's part, or conditions arise which render the facility unusable, one of the following may occur:

- all refundable monies may be returned or credited
- an alternative location may be provided
- the event may be rescheduled

Outdoor rentals may be cancelled, and all refundable monies returned or credited due to inclement weather, so long as the facility is unused by the applicant and the weather meets one or more of the following criteria:

- temperatures reach below 45°f or above 96°f
- active precipitation
- winds in excess of thirty (30) miles-per-hour
- The National Weather Service forecast twenty-four hours prior to the rental date show 50% or greater chance of inclement weather in Calabasas during the rental hours

REFUND GUIDELINES: SPORTS LEAGUES

- A full credit to account (minus administrative and convenience fees) is issued if a participant submits a digital Refund Request Form prior to the first day teams are formed.
- Convenience fees and administrative fees are non- refundable.
- Refunds of any kind will not be granted after teams are formed or for the following reasons:
  - practice schedule conflicts
  - game schedule conflicts
  - friend, coach, or team requests
  - missed attendance

REFUND PROCEDURE

APPLICANT

1. The applicant submits a digital Refund Request Form, ensuring compliance with the specified guidelines, and includes a receipt along with any relevant supporting documentation.
2. The digital form is automatically uploaded and routed to the appropriate City staff for review and processing.

CITY

1. Upon receiving a digital Refund Request Form, City Staff will seek approval from department management.
2. If the request is denied, a supervisor will notify the applicant via email.
3. If approved, the participant will receive a confirmation email, and the account credit will be processed within 14 days. For facility rentals, refunds will be issued within 30 days by check or to the original credit card used.