

Parks and Recreation Department Refund Policy

If a member/customer wishes to cancel, the member or guardian may request a refund in accordance with the following:

General Refund Policy (most Tamarac Parks and Recreation Programs)

- If a customer requests a refund 14 days or more before the start date or reservation date, they shall receive a full refund or reschedule for another date.
- If the customer requests a refund less than 14 days before the start date, they shall be refunded the cleanup fee only.
- Shelters may be rescheduled instead of a refund. For shelter rentals, rescheduling requests can be submitted up to 10 days before the event date, **subject to availability**.
- Refund requests shall be submitted in writing and include the name of the participant, program description, activity number (if known), and reason for the cancellation. Staff shall instruct the customer to submit a written request using the "Request For Refund" form, which must be dated and submitted via email at RECREATION.USER@TAMARAC.ORG, in person, or online using this [link](#).
- Medical-related cancellation requests with a doctor's note will receive a prorated refund minus days attended.

Shelter Reservation Cancellation on the Day of Rental: Reservations are rain or shine. If a customer requests to cancel a shelter reservation on the day of the rental due to extreme weather conditions or unforeseen circumstances, the renter may request to reschedule to an equivalent reservation without an additional fee. Approval is on a case-by-case basis.

Refunds for an Outdoor Pool Pavilion Rental: If the City of Tamarac closes the pool pavilion or pool within the first 1.5 hrs. on the day of the scheduled usage and does not reopen, a full refund will be issued for both the pool pavilion fee and admission fee. If the pool pavilion or pool is closed due to inclement weather and the rental has been using the premises for over 1.5 hours, no refund will be issued for the pool pavilion rental fee and/or admission fees. **NO REFUNDS WILL BE ISSUED FOR ANY OTHER REASON.**

Refunds for Swim Lessons: Cancellations must be submitted at least 3 days prior to the start of the class to receive a full refund. To submit a request, go to [this link](#).

Refunds for Athletic/Sports Leagues: Medical-related cancellation requests with a doctor's note will receive a prorated refund, minus the number of days attended and the uniform cost. Refunds are considered on a case-by-case basis.



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Refunds for Field Rentals: All field reservation fees are non-refundable and non-transferable unless your cancellation or adjustment request is made by phone or email at least 72 hours before the date of your reservation/rental date(s). You may leave the credit on your account for future use or request a full refund. If your request is less than 72 hours before our rental/field use date, no refund or credit will be granted. Email RECREATION.USER@TAMARAC.ORG.

Refund for Facility Rentals: If a Facility Use Permit is canceled at least two weeks before the event date, the Department will refund 100% of the total rental fee and the cleanup fee. No refunds of the facility rental fee will be made for cancellations that occur less than 2 weeks before the event date.

Trips: There are no refunds for Senior Day Trips. Refund requests must be submitted at least 30 days before any adult trip or tour.

Passes and Memberships: Pass and Membership refund requests shall include a reason and are approved on a case-by-case basis.

The Department of Tamarac Parks and Recreation reserves the right to cancel or change a class or program due to insufficient enrollment or other reasonable cause. If Tamarac Parks and Recreation cancels a program or rental reservation, a full refund shall be processed by staff at the earliest opportunity.