



Recreation Services

Application for Refund or Cancellation

Name of Registered Participant: _____ Age: _____

Activity/League Registered: _____ Price Paid: _____

Refund _____ Cancellation _____

Please state reason for refund (*please be specific*): _____

Please print your full name as it appears on check: _____

Address: _____ City: _____ State: _____

Drivers' license number: _____ Phone#: _____

Email address: _____

Signature: _____ Date: _____

All requests for refunds and cancellations must be made using the Application for Refund or Cancellation. Refunds or Cancellations requests will NOT be accepted over the phone. Attach a copy of your original receipt. Refunds will be granted upon approval of the Recreation Services Department. Providing Killeen Recreation Services Department with a request does not guarantee a refund. Please allow up to four (4) to six (6) weeks for check refund following approval. There will be an administration fee for all activity based refunds.

-----PARD STAFF USE ONLY-----

Received by: _____ Date: _____ Receipt/Permit # _____

Recommend: Disapproval Approval Refund amount: _____

PARD staff signature: _____ Check request submitted on: _____

Family Recreation Center Refund and Cancellation Policy

Family Recreation Center | 1700 E. Stan Schlueter Loop | 254-501-6390

- There are no refunds for day passes. If a member is enrolled in auto-renew and wishes to cancel, they must submit an Application for Refund or Cancellation. If member is requesting a refund for medical reasons, a note from their doctor is required. There is a \$5 administration fee for all approved refunds.

Athletic Services Refund Policy

Athletic Services | 2201 E. Veterans Memorial Blvd | 254-501-8889

Youth Athletic Activity

- If the request is submitted prior to Killeen Athletics placing the uniform order for said activity a \$5 administration fee will be deducted from the initial fee of registration.
- If Killeen Athletics has ordered uniforms the cost of the jersey, as well as a \$5 administration fee will be deducted. (Child will receive the uniform ordered)
- If the child has actively participated in two (2) scheduled games, no refund will be given.

Adult Athletic Activity

- If refund is requested before scheduled games start, a \$5 administration fee will be deducted
- Once scheduled games start, no refund will be given.

Athletic Rentals *Refunds will not be issued if the event is able to commence as scheduled.*

- Cancellation requests made more than thirty (30) calendar days prior to the reservation date will be honored with a \$50.00 administrative fee. Cancellation requests made less than thirty (30) calendar days and more than seven (7) calendar days prior to the reservation date will be honored with a \$150.00 administrative fee. Cancellation requests will not be honored when requested less than seven (7) calendar days before the reservation date.

Aquatic Services Refund and Cancellation Policy *(To include The Family Aquatic Center and Long Branch Pool)*

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Daily Admission *The outdoor pools may be closed due extreme weather or safety conditions at any time.*

- There are no refunds for daily admission.

Events/Reservations *Refunds will not be issued if the event is able to commence as scheduled.*

- (FAC - Entire Park) Cancellation requests made more than thirty (30) calendar days prior to the reservation date will be honored with a \$50.00 administrative fee. Cancellation requests made less than thirty (30) calendar days and more than seven (7) calendar days prior to the reservation date will be honored with a \$150.00 administrative fee. Cancellation requests will not be honored when requested less than seven (7) calendar days before the reservation date.
- (FAC – Pavilion) Cancellations may be requested up to two (2) business days before the event with a full refund excluding a \$5.00 administration fee.
- Cancellations requested less than two (2) business days before the reservation date will not be honored.
- (Long Branch Pool) Cancellations may be requested up to seven (7) business days before the event with a full refund excluding a \$5.00 administration fee. Cancellations requested less than seven (7) business days before the reservation date will not be honored.

Aquatic Programs *All requests for aquatic programming must be submitted to the Family Recreation Center.*

- Cancellation requests must be submitted fourteen (14) business days prior to the start date. A \$5.00 administration fee will be deducted.
- Transfer requests must be submitted fourteen (14) business days prior to the start date.

Killeen Community Center Refund Policy

Killeen Community Center | 2201 E. Veterans Memorial Blvd | 254-501-8889

- Cancellations must be received seven (7) business days in advance, or forfeit their rental fees and deposit. A \$5.00 administration fee will be deducted.
- Deposits are refundable and will be processed after conclusion of event as long as events have adhered to the following: do not exceed reserved time, clean up reserved room, do not damage room or property.

Outdoor Rental Refund and Cancellation Policy

Family Recreation Center | 1700 E. Stan Schlueter Loop | 254-501-6390

- Cancellations must be received seven (7) business days in advance to receive a full refund. A \$5.00 administration fee will be deducted.
- There are no refunds for inclement weather. In case of inclement weather, renter may reschedule the rental date at the same rented facility within 72 hours.