

# City of Goodlettsville

## REFUND & CANCELLATION POLICY

Permit holders and activity registrants may cancel their reservation under the guidelines listed in the refund schedule. Cancellation requests are subject to review and are not guaranteed. All refunds are subject to the City of Goodlettsville Refund Policies. All facility cancellations must be made online using the [Rental Cancellation Request Form](#). All class, program, or event cancellations must be made online using the [Class, Program, or Event Cancellation Request Form](#). This policy is applicable to all Goodlettsville Parks and Recreation and Goodlettsville Tourism facility reservations and activity registrations.

### FACILITY RENTALS INCLUDING SHELTERS AND COMMUNITY CENTER

Permit holders may cancel a reservation under the following refund schedule. Requests can be online:

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 & Cancellation Fees will not be refunded*

### WEATHER CONDITIONS

If the City of Goodlettsville 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 online:

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 & Cancellation 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

Permit holders may cancel a reservation under the following refund schedule, and can be made online:

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 and Cancellation 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.