



ALLEGHENY COUNTY

Refund Request Form



**Forms MUST be returned to the correct email or fax to receive a refund
COBparkadmin@AlleghenyCounty.US or 412-350-2682**

Permit holders are responsible for ensuring forms are received within the correct time frame. See policy below.

Permit Holder's Name: _____ Permit #: _____

Date of Event: _____ Date of Request: _____

Park: _____ Building/Shelter: _____

Covid-19 Cancellation Policy (See Pg. 2 for regular policy):

- ⚡ Cancellations due to the current COVID-19 pandemic are being issued full refunds.
- ⚡ All cancellation requests due to COVID-19 must be submitted **10 days prior** to the rental date to be eligible for a refund.
- ⚡ Forms submitted after the reservation date **will not be accepted** (with the exception of County required cancellations).
- ⚡ This policy is currently in effect for all rentals until 12/31/2020.

Is this refund request due to the COVID-19 pandemic? Yes No

Reason for Request:

Refund to Credit Card Refund by Check Refund to Account

Disclaimer: Requests are processed within 5-7 business days of receipt. Once processed, allow 5-7 days to receive credit back on your account and 10-20 days to receive a check in the mail. All checks are made to the permit holder and sent to the address on the permit. Please inform us of any change to your address.

Cost of Facility: \$ _____ Alcohol Permit Total Refund Amount: \$ _____

Signature: _____ Date: _____

Print Name (if different from Permit Holder): _____

Official Use Only:

Director's Approval: _____ Date: _____

Completed By: _____ Date: _____

Notes: _____

PERMIT REFUND & CANCELATION POLICY

Any Cancellations/Changes made within one (1) business day will not incur a processing fee

Building/Shelter

1. NO credit card or check refunds will be issued for permits under \$100.00.
2. All requests for refunds due to rental issues must be made no more than 7 days after the rental date, NO EXCEPTIONS. Requests are subject to approval.
3. **Cancellations:**
 - ♣ Permits cancelled by the Parks Department, will be issued a full refund to the permit holder.
 - ♣ Cancellations 60 days prior to the original date of event, for permits over \$100.00, will be assessed a \$35.00 processing fee, per permit.
 - ♣ Cancellations that are done between 60-30 days prior to the original date of event OR for permits under \$100.00, a credit will be issued to the permit holder's park account and will assess a \$10.00 processing fee, per permit.
 - ♣ Any cancellations less than 30 days prior to the original date of event will not receive a refund nor a credit on their park account.
 - ♣ Cancellations due to medical or emergency(s), documentation must be provided, and will be evaluated at the discretion of a Park's Director.
4. **Form of Payment:**
 - ♣ All refunds over \$100.00 will be refunded back to the original form of payment; minus a \$35.00 processing fee.
 - ♣ Shelters/buildings paid for by check or cash, a refund will be issued via check to the name on the permit, ONLY; minus a \$35.00 processing fee.
5. **Weather:**
 - ♣ There will be NO Refunds due to inclement weather.
6. **Changes to Permit:**
 - ♣ One FREE change of date and/or location (if done at the same time) will be granted per permit.
 - ♣ ALL changes must be done 30 days prior to the original permit date.
 - ♣ Any additional changes made after, will be assessed a \$10.00 processing fee per transaction.
 - ♣ Once a change of date has been issued, ALL refunds/credits to account will be forfeited.
7. Allegheny County is not responsible if the rental venue becomes unavailable. This includes but not limited to, structural/mechanical/equipment failure, fire, flood, or other man-made or natural disasters. Allegheny County is only responsible for the reimbursement of funds already paid for the permit.

Special Requests:

1. NO Refunds will be issued for Special Request applications; regardless of approval status, event cancellation, equipment failures, or inclement weather.

Alcohol Permit:

1. NO Refunds will be issued after the event has occurred, regardless of any unforeseen circumstances.