



**Recreation Services**  
**Application for Refund or Cancellation**  
*Return form to facility listed on back of form*

**Request:** Refund \_\_\_\_\_ Cancellation \_\_\_\_\_

**Price Paid:** \$ \_\_\_\_\_

**Sport(s):**

Activity/League: \_\_\_\_\_

Name of Registered Participant: \_\_\_\_\_

**Facility Rental (Indoor/Outdoor):**

Name of Event: \_\_\_\_\_

Name of Primary Contact: \_\_\_\_\_

Date of Rental: \_\_\_\_\_

Rental Location: \_\_\_\_\_

**Family Recreation Center Membership:**

Type of membership: \_\_\_\_\_

Member name: \_\_\_\_\_

**Other:** \_\_\_\_\_

Reason for refund or cancellation (please be specific):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Print your full name as it should appear on your refund check: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Phone: \_\_\_\_\_ Driver's License #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All requests for refunds and cancellations must be made using the **Application for Refund or Cancellation**. Refund or Cancellation requests will NOT be accepted over the phone or via email. 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.

-----**STAFF USE ONLY**-----

Received by: \_\_\_\_\_ Date: \_\_\_\_\_ Receipt/Permit#: \_\_\_\_\_

Recommend:      Disapproval      Approval      Refund Amount: \_\_\_\_\_

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)*

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

**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.

## **Rosa Hereford 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.