

<h1>POLICY MANUAL</h1>	Date Adopted: March 9, 2016
Classification: FEES	Date Last Amended:
Subject: District Park Reservations	Approved By:

I. Purpose:

The Fresno Metropolitan Flood Control District (District) has developed property for recreational uses in accordance with its Act. The parks are public open space facilities and used by the public, including the use of various park pavilions. The District has a reservation program for securing the use of the park pavilions, including general conditions governing such use. The use of these pavilions requires the District to expend staff time and resources to keep the reservation system operational and the park pavilions clean. The purpose of this Policy is to recover a portion of the costs incurred by the District for the public’s use of the park pavilions.

II. Policy:

The District shall provide for the collection of a Park Reservation Fee for the use of the park pavilions at Basin “D” Oso de Oro Lake Park and Basin “Y” Trolley Creek Park. Said fee is to offset District costs associated with the purchase of equipment and supplies, park maintenance and software to support the reservation system. Therefore, it is the policy of the District to require payment of a Park Reservation Fee at the time of making a reservation for use of the park pavilions.

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III. Administration:

The District will provide for the collection of the Park Reservation Fee through its website or at the District’s office. Payment may be in the form of a credit card or debit card through the District’s website, or check, cash or credit card will be accepted in the District’s office between the hours of 10am to 1pm. Should the reservation be cancelled, the District will provide a refund, or partial refund, as provided herein.

Refund Procedure:

- A. In order to receive a refund, park users must give a written cancellation notice to the District to cancel a reservation.
- B. If the District receives a written cancellation notice at least two weeks prior to the park user’s reservation date, the District will refund the full Park Reservation Fee paid, and issue a check back to the park user, less a convenience fee that is charged by the credit card company.
- C. If the District receives a written cancellation notice less than two weeks prior to the park user reservation date, the District will refund the full Park Reservation Fee paid, less a \$15.00 processing fee.
- D. Refunds for a reservation cancellation will be issued within thirty (30) days.