



City of Reno  
**Parks and Recreation**

Administration Office

City Hall - 1 East 1<sup>st</sup> Street 11<sup>th</sup> Floor, Reno, NV 89501

Phone: (775) 334-2260 • Fax: (775) 334-2449 • email: parksandrecregistration@reno.gov

_____	Faxed on
_____	Mailed on
_____	Employee initials
_____	Date received back
	<small>revised 021523</small>

**Request for Account Adjustment Form** (Refunds • Credits • Transfers)

Please fill out completely – Completion of this form **does not** guarantee refund approval.

- ➔ A customer request for a refund, credit or transfer must be on the Request for Account Adjustment Form and received by the criteria deadlines listed below. Completion of this form does not guarantee a request will be approved.
- ➔ Customer requested refunds will be charged an administration fee of \$10 per activity and \$30 per rental. Administrative fees will not be charged on credits or transfers to another program, activity or rental.

**Sierra Kids and Youth Camps:** Must be requested by the Wednesday BEFORE the week of service. No Refunds issued after week begins. No credits, refunds or transfers will be issued for Washoe County School District snow days, late start, missed, sick, suspended days or hazardous air quality cancellations.

**Aquatic Classes and Swim Lessons:** Must be requested before the 1<sup>st</sup> class begins. Please send requests to [swimlessons@reno.gov](mailto:swimlessons@reno.gov)

**Workshops/Ticketed Events:** Must be requested before the (deadline) City of Reno purchases / acquires the tickets. Some may require more notice.

**Leagues:** Must be requested prior to the last date of league registration.

**Class Materials:** No credits, transfers or refunds will be issued for class materials.

**Rental of Facilities / Shelter Areas:** must be canceled at least 30 days prior to the scheduled event. (No refunds will be issued due to inclement weather or if canceled less than 30 days)

Date \_\_\_\_\_ Refund Request \$ \_\_\_\_\_ (Refunds may be subject to an Administrative fee)

Participant Name \_\_\_\_\_

Activity Name \_\_\_\_\_ Activity # \_\_\_\_\_ Activity Date \_\_\_\_\_

Park or Facility Rental Name \_\_\_\_\_ Rental # \_\_\_\_\_ Rental Date \_\_\_\_\_

Reason for Adjustment Request \_\_\_\_\_

**Method of Adjustment Requested** (Please choose one and sign below)

- Transfer to another Activity or Rental
- Apply to Parks and Recreation Customer Account for future use
- Refund to Credit Card (Card used for transaction will be refunded - if approved – staff may need to contact customer)
- Check mailed to (please allow four to six weeks processing time)

Name \_\_\_\_\_ email \_\_\_\_\_ Phone \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_

for office use only				
<input type="checkbox"/> Transfer completed	<input type="checkbox"/> Credit Card Refund	<input type="checkbox"/> Check Refund Request sent to Finance	<input type="checkbox"/> Request Denied	<input type="checkbox"/> Credit to Account
Manager/Supervisor Approval & Comments				
Requested Refund Amount \$	Administrative Fee \$	Total Amount to be refunded \$		