



Parks Department

Reservation Cancellation/Refund Policy

Revised: October 1, 2020

Reservations for specific campsites, group facilities (Pavilions, Amphitheater, Fire Ring) and sports fields can be made up to 365 days in advance for the following Williamson County Parks:

- Berry Springs Park & Preserve
- Champion Park
- River Ranch County Park
- Southwest Williamson County Regional Park

Additional reservation information is located at: <http://www.wilco.org/parks>

Reservation information for the Expo Center is located at: <https://www.wilcoexpo.com/p/rentals>

Administrative charges and facility use fees are subject to change at any time. If fees change, the fees in effect when the reservation was confirmed is the fee(s) that will be apply.

CHANGING OR CANCELLING A RESERVATION

Overnight camping:

1. Payment is required at time of reservation in order to confirm a reservation(s).
2. A **one-time** reservation change or cancellation is allowed without an administrative charge if the change or cancellation is greater than 14 days in advance of arrival date.
3. Reservation changes 14 days or less from arrival date will be assessed an administrative charge of \$10 per campsite, up to a maximum charge of \$50 when the reservation includes multiple campsites.
 - a. If the total reservation cost is less than \$10, the administrative charge will be the cost of the reservation.
4. Reservation cancellations 14 days or less from arrival date will result in forfeiture of entire amount paid.

Group Facilities (Pavilions, Amphitheater, Fire Ring)

1. Payment is required at time of reservation in order to confirm a reservation(s).
2. A **one-time** reservation change or cancellation is allowed without an administrative charge if the change or cancellation is greater than 14 days in advance of arrival date.
3. Reservation changes 14 days or less from arrival date will be assessed an administrative charge of \$10 per group facility (e.g. pavilion, amphitheater, fire ring).
4. Reservation cancellations 14 days or less from arrival date will result in forfeiture of entire amount paid.

Sports Fields

1. Upon receipt of a **reservation request**, an invoice will be sent to verify the information. Verification and changes, **along with payment**, are due within two (2) business days of issuance of the invoice. If payment is not received within two (2) days, the reservation request will be cancelled without notification.
2. A **one-time** reservation change or cancellation is allowed without being assessed an administrative charge if the change or cancellation is 61 days or more from arrival date.
3. **Subsequent** reservation **change(s)** or **cancellation(s)** will be assessed an administrative charge as follows:
 - a. 25% of amount paid for Sports Field(s) rental if change or cancellation is between 31-60 days from arrival date. (cancellation fee does not apply to light rental or field preparations)
 - b. 50% of amount paid for Sports Field(s) rental if change or cancellation is between 15-30 days from arrival date. (cancellation fee does not apply to light rental or field preparations)
 - c. 100% of amount paid for Sports Field(s) rental if change or cancellation is 14 days or less from arrival date. (cancellation fee does not apply to light rental or field preparations)
4. Reservation changes must be **re**scheduled within the respective sport season (e.g. spring, fall, etc.)

PAYMENT METHODS

Reservation payments can be made as follows:

- Cash
- Checks (payable to Williamson County)
 - Returned checks will be assessed a \$30 fee.
- Credit/Debit Cards
 - Visa, Mastercard, Discover

EXTENUATING CIRCUMSTANCES

The Parks Department reserves the right to cancel reservation(s) due to conditions and situations beyond our control. Some examples of when this might apply are related to extreme weather conditions, unexpected maintenance/repairs and interrupted utility system operations. In these cases, a full refund will be issued for any unused portion(s) of the reservation. Advanced notice will be issued as soon as possible.