



Parks Department

## Reservation Cancellation/Refund Policy

Revised: October 1, 2021

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 and review of a **reservation request**, an invoice with booking details will be sent for you to verify the accuracy of information. Verification and changes, **along with payment**, are due by the date noted on the invoice. If payment is not received by that date, 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 **rescheduled** within the respective sport season (e.g. spring, fall, etc.)

## **RAINOUTS**

Be sure to call the rainout number (512-943-3366) on inclement weather days to confirm field playing conditions.

If your reservation for field rental is “rained out” due to inclement weather, **it is your responsibility** to contact the Parks HQ at 512-943-1920 within 7 calendar days from the date of your field reservation to reschedule or request a refund; **otherwise your reservation fee will be forfeited.**

## **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.

## **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