

Canal Winchester Municipal Pool

Rental Cancellation and Refund Policy

Cancellations of a reservation initiated by City staff\Pool Management (due to an unforeseen non-weather issue with the pool that forces its closure prior to the scheduled event) will be handled as follows:

- The City will work with the renter to reschedule the reservation to an open future date, OR
- In the event the reservation cannot be rescheduled, a full refund will be issued to the renter.
- If a non-weather issue arises during the event (through no fault of the renter or the renter's attendees) that requires the pool to be closed, a pro-rated refund will be issued to the renter as follows:
 - If the party lasted 1 hour or longer, no refund will be issued.
 - If the party lasted less than 1 hour, 50% of the rental fee will be refunded.

Cancellations of a reservation initiated by the renter (non-weather related) will be handled as follows:

- The City will work with the renter to reschedule the reservation to an open future date, OR
- In the event the reservation cannot be rescheduled, refunds will be issued as follows:
 - Requests received 14 business days or more prior to the reservation will be fully refunded less a \$10 service fee.
 - Requests received 7-13 business days prior to the reservation will be refunded at 50%.
 - No refunds will be issued for cancellations made less than 7 days prior to the reservation.

Cancellations of a reservation due to inclement weather will be handled as follows:

- If the cancellation of the reservation is initiated City staff\Pool Management due to imminent forecasted inclement weather, the City will work with the renter to reschedule the reservation to an open future date, OR in the event the reservation cannot be rescheduled, a full refund will be issued to the renter.
- If the cancellation of the reservation is initiated by the renter due to forecasted weather:
 - By noon of the day of the reservation, the City will work with the renter to reschedule the reservation to an open future date, OR in the event the reservation cannot be rescheduled, issue a full refund less a \$10 service fee.
 - After noon on the day of the reservation, but prior to the reservation start time, the City will work with the renter to reschedule the reservation to an open future date, OR in the event the reservation cannot be rescheduled, issue a 50% refund.
 - No refunds will be issued for cancellations made after the scheduled start of the reservation.