



# Washoe County

## COMMUNITY SERVICES DEPARTMENT

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### *Cancellation Policy*

- All reservations must be cancelled in writing, which can be submitted in-person or by email to [reserveparks@washoecounty.us](mailto:reserveparks@washoecounty.us).
- Reservations may be cancelled by the Department before the event for failure to meet conditions and terms of the use permit.
- A reservation may be cancelled before, or terminated during the event for any of the following reasons:
  - Information provided for the permit differs greatly from the actual event.
  - Member of the group is in violation of local, state, or federal laws or ordinances.
  - Department or Washoe County Policy is violated.
  - Imminent danger to staff and/or guests.
  - Authorities order an evacuation of the facility.
  - Hazardous weather conditions.
- If a written cancellation request is received 90 calendar days or more in advance, the rental fee and if applicable cleaning/security deposit, less a \$35.00 cancellation fee, will be refunded.
- If a written cancellation request is received 30-89 calendar days prior to the scheduled event, 50% of the rental fee or a \$35.00 cancellation fee, whichever is greater, will be retained and the balance of the rental fee plus any cleaning/security deposit will be refunded.
- If a written cancellation request is received less than 30 calendar days prior to the scheduled event, 100% of the rental fee will be retained and any cleaning/security deposit will be refunded.