



Washoe County

COMMUNITY SERVICES DEPARTMENT

Cancellation Policy

- All reservations must be cancelled in writing, which can be submitted in-person or by email to 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.
- ❖ Reservations/Facilities include buildings, gardens, picnic pavilions, special activity/events, all group and individual campsites, water park reservations, pool reservations, horse arenas, and shooting facility range reservations.