



Washoe County

COMMUNITY SERVICES DEPARTMENT

Regional Parks and Open Space

Facility Reservations

Cancellation/Termination of Event

1. A Permittee may cancel a reservation in writing according to the Deposits/Refunds section of the Fees and Charges Policy.
2. Reservations may be cancelled by the Department before the event for failure to meet conditions and terms of the permit.
3. Cancellations will be accepted Monday through Friday ONLY between 8:00 a.m. and 5:00 p.m.
4. A reservation may be cancelled before, or terminated during the event for any of the following reasons:
 - a. Information provided on the Facility Group Use Permit differs greatly from the actual event.
 - b. Member(s) of the group is in violation of local, state, or federal laws or ordinances.
 - c. Department or Washoe County Policy is violated.
 - d. Imminent danger to staff and/or guests.
 - e. Authorities order an evacuation of the facility.
 - f. Hazardous weather conditions.

Cancellation Received 90 Days Prior to the Event

- Refunds for facility reservations must be requested 90 days prior to the event. A full refund will be issued less a cancellation fee.

Cancellation Received 90 Days But At Least 30 Days Prior to the Event

- Requests less than 90 days but at least 30 days prior to the event will be refunded 50% of the facility use fee or the amount of the cancellation fee, whichever is greater.

Cancellation Received Less Than 30 Days Notice

- Less than 30 days notice, the customer forfeits 100% of the facility use fee.

Cleaning/security deposits will be completely refunded for cancelled events. Agencies using facilities at no charge will be subject to the cancellation fee if the written cancellation is not received at least 24 hours prior to the start of the reservation.