

Refund Policy

- For reservations canceled more than 7 days before the game(s), the City shall fully refund any fees that have been paid.
- For reservations canceled fewer than 7 days before the game(s), the Organizer will not receive a refund.
- Approved refunds will take approximately 2-4 weeks to be processed.
- Updating a field use reservation to include less than the reserved number of fields or hours will be considered a cancellation.

If inclement weather causes fields to be unsafe for play, every attempt will be made to reschedule the tournament rental day(s).

- If no use has occurred on the tournament rental day(s) and use cannot be rescheduled within 60 days, a full refund for that rental day(s) will be given.
- If the user has begun on the rental day and inclement weather moves in, play will be delayed until fields are deemed safe for play. If play cannot be resumed or if play is resumed and more inclement weather moves in, no partial refund will be given.
- If the use has not begun on the rental date and there is a delay due to inclement weather, Facility staff will communicate with Licensee as to an estimated start time. If the Licensee determines they cannot proceed with their tournament due to the delay, a refund will be issued.
- If lightning is seen, a mandatory game delay of 30 minutes will be enforced and all players, coaches, officials, and guests must leave the fields and seek shelter.