



City of Ann Arbor Parks & Recreation Services

2781 Packard, Ann Arbor, Michigan 48108

www.a2gov.org/parkrentals

734.794.6230 x 0 parkrentals@a2gov.org

Ann Arbor Parks & Recreation Park Rental Refund Policies

Updates & Additions to Rentals:

Please contact the Parks & Recreation Customer Service Office to update or add items to your rental no less than 7 days in advance of your rental date. Updates and additions may include adding electricity, alcohol permit, trash boxes, changes to event times, catering information, rented items like tents and inflatables and number of people in attendance.

If you would like to purchase trash boxes (\$3/box) for your rental, please contact the Parks & Recreation Customer Service Office no less than 2 business days before your rental date to purchase and pick-up boxes. Once purchased the trash boxes belong to you and should not be left in the park. Please bag and tie all trash and leave in or near existing receptacles or carts. Do not leave trash boxes full of trash in the park.

Rescheduling Rentals:

Weather will not be considered a factor for refunds. At least 48 hours in advance of the rental date you may contact us to try and reschedule if inclement weather is predicted the day of the rental. Requests to reschedule due to inclement weather will be subject to availability within the same calendar year as the existing rental date. Rentals may not be rescheduled the same day or after the rental date has occurred.

If Parks cancels the rental due to inclement weather, equipment failures or other reasons related to the park or facility's inability to host the rental, a full refund may be issued.

Refunds for cancelled rentals will be issued as follows:

- A full refund, less a ten dollar (\$10.00) administrative fee will be issued for all cancellation requests received thirty (30) days or more prior to the date of the rental date.
- A 50% refund will be issued for cancellation requests received between 14 - 29 days prior to the rental date.
- No refunds will be granted with less than fourteen (14) days notice. A credit applied to your account for use within the same calendar year of your rental date may be granted.

The recreation supervisor reserves the right to grant exceptions to the stated policies in situations including, but not limited to, injury, illness and death.

Refund will be issued via credit/debit card or check. Please contact the Parks & Recreation Customer Service Office by phone (734) 794-6230 x 0 or by email parkrentals@a2gov.org with any questions.