

MORRIS COUNTY PARK COMMISSION  
Policy and Procedure

<b>Refund Policy</b>	Effective Date: October 22, 2018	Approval: Res No. 123-18
	Revised Date: November 25, 2019	Approval: Res No. 165-19
	Revised: Date: June 22, 2020	Approval: Res No. 64-20
	Revised: Date: April 12, 2022	Approval: Res No. 57-22
	Revised: Date: May 22, 2023	Approval: Res. No. 60-23
	Revised: Date: Dec. 18, 2023	Approval: Res No. 132-23

**Purpose:**

To provide guidelines for refunds for all Morris County Park Commission facilities and activities.

**Policy:**

MCPC does not refund credit card service fees or transaction fees at any time

**Athletic and Special Event Rentals**

1. Cancellations **31-60 days prior** to the first rental date on the invoice, 70% of the paid invoice (rental fees only) will be refunded, 30% will be retained for administrative fees.
2. Cancellations **30 days or less** from the first rental, date on the invoice no refund will be issued.
3. There are no refunds for inclement weather.

*All cancellation requests must be made in writing to the Morris County Park Commission.*

**Deer Management Program**

1. Application fees are non-refundable.
2. Permit Fees are refunded if permit is forfeited prior to September 30 or before the season starts in the park for which the permit is for; whichever date comes first.

**Historic Sites Reservation Fees**

Including, but not limited to:

- **Fosterfields Living Historical Farm**
- **Cooper Grist Mill**
- **Historic Speedwell**

No refunds, unless the Morris County Park Commission can rebook the facility. The refund would be the new facility rental fee (hours re-rented) less the 10% administrative fee.

### **Indoor Facility Rentals**

Including but not limited to:

- **The Boathouse at Schooley's Mountain Park**
- **The Casino at Silas Condict Park**
- **The Cultural Center at Lewis Morris Park**
- **The Haggerty Education Center**
- **The Lodge at Schooley's Mountain Park**

No Refunds, unless the Morris County Park Commission can rebook the indoor facility. The refund would be the new facility rental fee (hours re-rented) less the 10% administrative fee.

### **Lee's County Park Marina**

- **Daily Launches:** No Refunds or rain checks.
- **Slip Rentals:** No refunds, unless the Morris County Park Commission can rebook the slip. The refund will be the prorated amount less the 10% administrative fee.

### **Mahlon Dickerson Reservation – Campgrounds (RV, Tent, and Adirondack Shelters)**

No refunds. To receive a credit for future use, campers must notify the campground office no later than 48 hours before their scheduled arrival. A credit for any rental fees paid less the nonrefundable deposit is applied to the household, and it is valid for 1 year from the date issued.

### **Mennen Sports Arena**

No refunds on any type of ice rental, unless the Morris County Park Commission can rebook the ice. The refund would be the new rental fee (hours re-rented) less the 10% administrative fee. **If a household credits is issued for any reason at the Mennen Sports Arena it will only be valid for 1 year from the credit issue date.**

### **Picnic Area/Garden Reservation Fees**

1. Cancellations **61 days or more prior** to the event 90% of the rental fee will be refunded 10% will be retained for administrative fees.
2. Cancellation **31-60 days prior** to the event 70% of the rental fee will be refunded 30% will be retained for administrative fees.
3. Cancellations **30 days or less** prior to the event there is no refund.
4. In the event that it is raining at the start of your rental, in your rental location:
  - **For areas without a shelter** - you may reschedule your rental date to occur within 60 calendar days of the cancellation, provided that you notify the Reservations Department of the cancellation within 48 hours after the start of your scheduled event. If there are no available dates in the same calendar year, Commission approval will be required to extend into the next year. Reservations must be made between January 1 and January 31 for the approved carry over rental.
  - **For rentals with a Shelter** - there are no rain dates or refunds.

*All cancellation requests must be made in writing to the Morris County Park Commission.*

### **Showmobile**

No Refunds, unless the Morris County Park Commission can rebook the Showmobile. The refund would be the rental fee less the 10% administrative fee.

- If the unit is cancelled more than 48 hours in advance (example - Must cancel by Wednesday for a Saturday Rental) there will be no additional fees. However, if the unit is cancelled within 48 hours the renter will be billed for two staff at two hours each.

### **Sunrise Lake Beach Club – Reservation Fees**

1. Deposits are not refundable.
2. Cancellations 15 days prior to rental date will receive a refund of the rental fee amount paid, less the nonrefundable deposit.
3. Cancellations made 3-14 days prior to the rental date will receive a credit to their household that it is valid for 1 year from the date issued of the rental fee amount paid, less the nonrefundable deposit.
4. Cancellations within 48 hours of the rental date will not receive a refund, rain date or credit.

### **OTHER REFUND POLICY ADDITIONS**

**Birthday Parties:** There will be no refunds for cancellations. Cancellations that are 31 or more days prior **may** be rescheduled based on space and staff availability within 6 months.

Including but not limited to:

- **Frelinghuysen Arboretum**
- **Great Swamp Outdoor Education Center**
- **Mennen Sports Arena**
- **Pyramid Mountain Natural Historic Area**

**Day Camps:** If cancellation is requested more than 30 days prior to the start of camp, 90% of the registration fee will be returned and 10% will be retained for administrative fees. If the cancellation is requested less than 30 days prior to the start of camp, refunds will be provided **ONLY** if the vacancy can be filled with another camper, less a 10% administrative fee. There will be no refunds for any days missed within a session by a camper.

MCPC reserves the right to cancel any camp session. In the event of a cancellation by MCPC, you will receive a credit to the household account (pro-rated daily if cancellation happens during the session), minus a 10% administrative fee. There are no refunds due to weather related closures.

Including but not limited to:

- **Camp Sunrise Lake**
- **Great Swamp Outdoor Education Center**
- **Historic Sites Camps**
- **Horticulture Camps**
- **Mennen Hockey Camp**
- **Mennen Summer Figure Skating Camp**
- **Pyramid Mountain National Historic Area**

**General Admission:** No refunds; including but not limited to:

- **Historic Sites**
- **Sunrise Lake Beach Club**
- **Mennen Sports Arena**

**Programs:** No refunds; including but not limited to:

- **Frelinghuysen Arboretum**
- **Great Swamp Outdoor Education Center**
- **Historic Sites School Programs**
- **Historic Sites Preregistered Programs**
- **Mennen Sports Arena**  
Learn to Skate Program a \$25.00 administrative fee charge for any cancellation and or refund. An additional fee of \$15.00 per class taken is applied. Refunds are not issued after the second class has taken place.
- **Pyramid Mountain National Historic Area**
- **Sunrise Lake Beach**

**Contracted Concessions or Management Firms:**

Including but not limited to:

- **Berkshire Valley Golf Course**
- **Concession Stand at Mennen Arena**
- **Flanders Valley Golf Course**
- **Pinch Brook Golf Course**
- **Pro Shop at Mennen Arena**
- **Sunset Valley Golf Course**
- **Seaton Hackney Stables**

These groups will adhere to their company's policies on refunds. Request for refunds must be made directly to the company, not the Morris County Park Commission.

**REFUND REQUESTS** - All requests for refunds must be made in writing to the Morris County Park Commission Headquarters within 7 days after the cancellation. This also applies to requesting a refund for a park commission facility CLOSED by the Morris County Park Commission.

Mail: Morris County Park Commission  
Attn: Refund Request  
PO Box 1295  
Morristown, NJ 07962-1295

Email – Department you made the reservation with - subject line "Refund Request"

In situations where household credits are issued, these credits will only be valid for 2 years from the credit issue date, unless otherwise specified (i.e. MDR campgrounds, Mennen Sports Arena, and Picnic Areas/Garden Reservations).