

Park & Recreation

Refund Policy

Program Registration

When a registrant requests a refund at least 10 city business days prior to the scheduled class/program, 50 percent of the registration fee will be refunded by check or credit card or a full credit* will be applied to their CarlsbadConnect Account. Once a credit has been issued, it cannot be exchanged for a refund.

There are NO CASH REFUNDS. All check refunds will be mailed approximately 2 to 3 weeks after a request has been received.

*Please note, all credits are good for 1 year from date of issue, and may be used for any Parks & Recreation Department program. After 1 year, any unused credits will be written off or a registrant may elect to donate them to the department's Opportunity Grants Program for a possible tax write off.

Reservation

When an applicant requests a refund at least 30 calendar days prior to rental, 50 percent of the registration fee will be refunded by check or credit card or a full credit* will be applied to their CarlsbadConnect Account. Once a credit has been issued, it cannot be exchanged for a refund.

Upon notice of cancellation, any financial obligations incurred by the City of Carlsbad to accommodate the applicant or event will be invoiced and the applicant must pay the outstanding balance within seven calendar days of the date of the invoice.

No refunds or credits will be given for requests less than 30 days prior to the scheduled rental.

No refunds will be provided due to applicant cancelling an event because of inclement weather. Any refund/credit applied will follow the procedure outlined above.

Leo Carrillo Ranch Historic Park–If an event is cancelled by the client with at least 90 days' notice, 50 percent of the rental holding fee will be refunded. If the event is cancelled by the applicant with less than 90 days' notice, the City of Carlsbad will retain the entire rental holding fee.

There are NO CASH REFUNDS. All refunds will be mailed approximately 2 to 3 weeks after a request for refund has been received.

*Please note, all credits are good for 1 year from date of issue, and may be used for any Parks & Recreation Department program. After 1 year, any unused credits will be written off or registrant may elect to donate it to the department's Opportunity Grants Program for a possible tax write off.