



MILWAUKEE COUNTY PARKS - PUBLIC SERVICES - 9480 WATERTOWN PLANK ROAD, WAUWATOSA, WI 53226
PHONE (414) 257-8005 - FAX (414) 257-8044 - www.countyparks.com

CANCELLATION POLICY AND PROCEDURES

Before you make your reservation, please review the Policy and Procedures document for rentals within Milwaukee County Parks. Permits are subject to all local municipal and county ordinances, in addition to all rules and regulations governing parks and parkways, and can be terminated immediately at the discretion of local law enforcement authorities and/or the Milwaukee County Parks Department, if the terms of the application are misrepresented, violated or when public safety is threatened. Cancellation of the permit for cause will result in forfeiture of all fees.

FEE INFORMATION

Payment will be charged **IN FULL** to your account upon verification of rental. Acceptable payments over the phone include: MasterCard, American Express, Discover and Visa. You may also make payments in person at the Public Services office during open hours with cash, check, money order, or credit card. Public Services Office open hours are Monday – Friday, 8 am - 4:30 pm. If paying by check, payment must be submitted at least 2 weeks prior to the rental date and it should be written to the order of the Milwaukee County Treasurer.

CANCELLATION / REFUND POLICY

All cancellations must be made in writing and submitted to the Public Services Office.

- If your cancellation is received within 24 hours of making your initial reservation, you will receive a full refund.
- If your cancellation is received 90 days or more prior to the scheduled rental date, you will receive a full refund minus our processing fee.
- If your cancellation is received between 90 to 30 days prior to the scheduled rental date, you will receive a 50% refund.
- If your cancellation is received less than 30 days prior to the scheduled rental date, you will receive no refund.

**REFUNDS ARE NOT ISSUED DUE TO UNFAVORABLE WEATHER CONDITIONS.
RENTALS ARE NOT RESCHEDULED DUE TO UNFAVORABLE WEATHER CONDITIONS.**

PICNIC CANCELLATION: All cancellations must be made in writing and submitted to the Public Services Office. A non-refundable \$20.00 processing fee will be charged for all cancellations. Please allow 6 to 8 weeks for a check refund to be processed if payment was made with cash or check.

BUILDING/LODGE CANCELLATION: All cancellations must be made in writing and submitted to the Public Services Office. A non-refundable \$50.00 processing fee will be charged for all cancellations. Please allow 6 to 8 weeks for a check refund to be processed if payment was made with cash or check.

POOL CANCELLATION: All cancellations must be made in writing and submitted to the Public Services Office. A non-refundable \$50.00 processing fee will be charged for all cancellations. Please allow 6 to 8 weeks for a check refund to be processed if payment was made with cash or check.

CHANGE OF RESERVATION: To change date or location in a reservation, all requests must be made at least 90 days or more prior to reservation date. A \$10 non-refundable processing fee will be charged for all changes. Modifications made to any reservation date within 30 days of the original rental will be treated as a cancellation.

CANCELLATION BY PARKS: Milwaukee County Parks Department reserves the rights to cancel, reschedule, or relocate any rentals if rental facility is not in working conditions on the scheduled rental date. Every attempt possible will be made to avoid any and all inconveniences to our customers. In the event of a cancellation by Parks, customer will be offered a different facility and/or a different date plus a 50% refund. If customer does not/cannot relocate or reschedule their rental date, a full refund will be issued.

REVISED Oct. 2, 2014