

MILWAUKEE COUNTY PARKS - PUBLIC SERVICES  
9480 WATERTOWN PLANK ROAD, WAUWATOSA, WI 53226  
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[www.countyparks.com](http://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 via phone and Internet (Reservation system available in 2012) 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.

As detailed below, a non-refundable processing fee will be assessed with your reservation.

### **CANCELLATION / REFUND POLICY:**

- \*\* More than 90 days: Full refund less processing fee
- \*\* 90 to 30 days prior: 50% Refund less processing fee
- \*\* Less than 30 days: No Refunds

**PICNIC:** A non-refundable \$20.00 processing fee will be charged for all cancellations. ***REFUNDS ARE NOT ISSUED DUE TO UNFAVORABLE WEATHER CONDITIONS.*** (Check Refunds take 3-5 weeks to process.) All cancellations **MUST** have a written request that is received by the Public Services Office at the time of cancellation.

**BUILDING/LODGE:** A non-refundable \$50.00 processing fee will be charged for all cancellations. (Check Refunds take 3-5 weeks to process.) All cancellations **MUST** have a written request that is received by the Public Services Office at the time of cancellation.

**POOL:** A non-refundable \$50.00 processing fee will be charged for all cancellations. ***REFUNDS ARE NOT ISSUED DUE TO UNFAVORABLE WEATHER CONDITIONS (Any exceptions are to be determined by parks staff.)*** (Check Refunds take 3-5 weeks to process.) All cancellations **MUST** have a written request that is received by the Public Services Office at the time of cancellation.

### **CHANGE OF RESERVATION**

To change 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.**