Refund Policies

Recreation Program Refund Policy

Any refund requested prior to the registration deadline will be subject to a $5 processing fee. After the registration deadline has passed, refunds will still be considered by Park and Recreation management, but the refund will be subject to a processing fee based on case-by-case variables. 100% refund only when a program is cancelled by Grain Valley Parks & Rec.

Facility Credit/Refund Policy

Refund amounts will be based upon the date of the request.

- All deposits: No refunds
- 30 days before reservation: 100% refund (excluding deposit)
- 15-29 days before reservation: 50% refund (excluding deposit)
- 0-14 days before reservation: No refund including deposit

Shelter/Ballfield Credit/Refund Policy

Shelter and or ballfield reservations are non-refundable. However, reservations may be transferred to another day and/or location (pending availability) without penalty, up to two weeks (14 days) prior to the event.

Sports/Athletics Refund Policy

- Individuals who request a refund prior to the coaches meeting will receive a full refund minus a $10 processing fee up until the coaches meeting when players are placed on teams. No refunds once team practices have started.

Frequently Asked Questions

When should I expect my refund?

The timeline for an approved refund to be processed will vary depending on the type of refund you requested and when it was approved. (See below for more details)

What is a Refund on Credit Card?

Refund on credit card is the refund amount put back on the original credit card. The refund will take 3-5 business days to be available on your credit card after the refund has been approved and processed. If credit card transaction is over 3 months, a check will be issued instead. (See check refund below)

What is a Check Refund?

Check Refund is the refund amount mailed to the person who paid check/cash for the activity/event. After refund has been approved, the check request will be sent to City Hall for a check to be cut and then mailed out. This takes approximately 3 to 4 weeks to process after the refund has been approved.