



COVID-19 REFUND POLICY

REFUNDS FOR SCHEDULED CLASSES

The Columbus Recreation and Parks Department will work with customers who request refunds for any activity from the appropriate section (community centers, Cultural Arts Center, Aquatics Center, etc.). The City of Columbus will mail refunds by check. The check description will state RPREFUND, which means it is a refund from Columbus Recreation and Parks Department for scheduled classes.

For Community Recreation (community centers), Aquatics Center, Outdoor Education and Therapeutic Recreation, email your class, location of class, date and start time of class to communityrecreation@columbus.gov.

For the Cultural Arts Center classes, email tmcamp@columbus.gov.

For the Sports Office programs, which includes Youth Sports, email crpdsports@columbus.gov.

REFUNDS FOR ADDITIONAL PROGRAMMING

This section includes refund information for Community Recreation Classes, Rentals, Leagues Outdoor Education Programs and Rentals, Aquatics Programs and Rentals, and Capital Kids Programming

- All programming, rentals and leagues will be canceled through April 30, 2020.
- Any fees paid for programming, rentals and leagues during this time period will be fully refunded.
- If a portion of the program, rental or league has already taken place, partial refunds will be issued for the portion of the program, rental or league that was canceled.
- Any activity that is scheduled to begin or take place between May 1, 2020, and June 30, 2020, will be fully refunded if purchaser requests a cancellation.





REFUNDS FOR RENTALS AND SPECIAL EVENTS

This section includes information for Rental Services, Special Event Permits, Sports Office Programming and Rentals, and Cultural Arts Center Rentals and Programming

- Rental facilities include the following:
 - All enclosed shelterhouses
 - North Bank Pavilion
 - Griggs Boathouse
 - Open-air shelterhouses
 - Outdoor wedding venues
- All rental facilities will remain closed until Saturday, Aug. 1, 2020. Any rentals impacted by this closure will receive a refund for the full amount paid. Please contact us at ParkRentals@columbus.gov or by calling 614-645-3340 to confirm your cancelation and address for refund processing.
- We are currently modifying our rental policies and structure to ensure the safety of all of our customers, guests and employees. We will begin accepting new reservations on Wednesday, July 1.
- Rentals from Saturday, Aug. 1, 2020, through Thursday, Dec. 31, 2020, are expected to continue. We will continue to monitor guidelines and recommendations from health officials and will provide updates if available. There may be required changes to existing rentals to comply with all recommendations and guidelines. These changes may include changes to facility capacities or minor time adjustments to allow for additional cleaning.
- We also understand that it is difficult to plan for an event with a great deal of uncertainty. Therefore, if a group decides to cancel their reservation for any date in 2020, we will offer a full refund.

