

Refund Policies



Program Refunds

Recreation and Lakeville Area Arts Center:

Cancellations made by City: Registration fees for a program cancelled by the Parks & Recreation Department will be fully refunded. Due to circumstances beyond our control there are no refunds for certain preregistered programs. Refunds less than \$10 will be issued as a household credit*.

Cancellation made by Participant: Participant cancellations made prior to the start of the program or registration deadline will receive a refund, less a \$10 service fee, or full credit towards a future program, whichever the registrant prefers. No refunds can be made after start of program and/or activity registration deadline. Due to circumstances beyond our control there are no refunds for certain preregistered programs.

*Credits older than 18 months, will be applied to the Lakeville Scholarship Fund.

Lakeville Area Active Adults:

Trips: No refunds after the registration deadline. Registrants may find someone to take their place.

Pay by Day Activities: Exercise classes, Spanish, etc. Registrants need to call prior to the class and a credit will be applied to their personal RecTrac account.

Set Date Activities: (Classes where the only choice is to pay in advance for the entire session of classes). No refunds given once the registration deadline has passed.

Membership and Passes: No refunds given.

Facility Refunds

Shelters, Parks: From date of reservation to 22 days prior to the reservation date, a 50% refund of all fees will be given. Cancellations received less than 21 days prior to the reservation date are not eligible for a refund.

Fields: The renting organization/individual agrees and understands that in the event of a cancellation, ninety (90) days' notice must be given in order for both the down payment and damage deposit to be returned. If less than 90 days' notice is given, the damage deposit will be returned, however, the city will retain the down payment.

John Hennen Pavilion: The renting organization/individual agrees and understands that in the event of a cancellation, ninety (90) days' notice must be given in order for 50% of the rental payment and full security deposit to be returned. If less than 90 days' notice is given, Lakeville Parks and Recreation will retain the full rental fee payment (which includes rental of AV equipment) and refund the full security deposit.

Heritage Center Building rental: The renting organization/individual agrees and understands that in the event of a cancellation, ninety (90) days' notice must be given in order for both the rental payment and damage deposit to be returned. If less than 90 days' notice is given, the damage deposit will be returned, however, the Lakeville Heritage Center will retain the rental payment.

Arts Center Building rental: The Renting Organization/Individual agrees and understands that in the event of a cancellation, ninety (90) days' notice must be given in order for both the rental deposit and damage deposit to be returned, less a \$10 processing fee. If less than 90 days' notice is given, the damage deposit will be returned, however, the Lakeville Area Arts Center will retain the rental payment.

THEATER PERFORMANCE CANCELLATION POLICY: Cancellations made after the Playbill is printed and 90 days prior to the cancelled date will be charged 50% the rental rate. Cancellations within 90 days of the date will be charged 100% of the rental rate.