

Deposit Policy

Purpose: This policy outlines the conditions and procedures under which customers of Crown Mountain Park can receive a release of funds for their damage deposit. It aims to ensure a fair and transparent process for both the park and its customers.

Scope: This policy applies to all reservations/rentals made by customers for the use of amenities at Crown Mtn Park.

Eligibility for Release of funds: A release of funds will be made only if the customer complies with all terms and conditions of the service agreement.

Damage Assessment: After use, the amenity will be inspected for any damages. Any costs for repair or replacement due to damages caused during the rental period will be converted to a charge. Other factors that can affect the authorization hold returned include, but are not limited to:

- Unreported or unapproved extended use of the amenities
- Failure to return the amenity back to its original state by the agreed date and time.
- Inaccurate participation numbers that create additional fees associated to cleaning and garbage removal.

Release of funds: Customers must request a release of funds for their deposit through the reservation system. One must take a picture of the facilities after use and submit the photo with a request to release the funds. Processing time can take multiple days depending on your bank. The funds will be released onto the credit card that processed the reservation. Customers will be notified via email or phone once money is released. Any disputes should be sent in writing to the Executive Director.

Authorization Hold Amounts:

Reservations/contracts under 75pp: \$200

Reservation over/contracts over 75pp: \$400

Cancellation Policy

Purpose: This policy outlines the terms and procedures for canceling a reservation at Crown Mountain Park. Our aim is to ensure fairness and clarity for all patrons while managing reservations efficiently.

Scope: This policy applies to all reservations/rentals at Crown Mountain Park.

Refund Policy:

Cancellations made more than 48hrs prior to the reservation date will receive a full refund minus \$15.

Cancellations made less than 48hrs prior to the reservation date will receive a refund.

Cancellation due to weather: In case of severe weather conditions outside that make an amenity unusable or unsafe, a customer may reschedule or request a full refund.

Processing refunds: Refunds will be processed within 24-48hrs of the cancellation notice. The refund will be credit onto the original method of payment used at the time of booking minus cancellation fees.

Changes to Reservation: Reservations can be changed, including date, location, time, type of amenity at any time as long as they are available.