



Department of Parks
Monroe County, New York

Maggie Brooks
County Executive

Lawrence A. Staub, Jr.
Director

REFUND, TRANSFER, and CANCELLATION POLICY **FOR RESERVATIONS**

- If you want to cancel or transfer (change of date or facility) your reservation after payment has been made, please call the Monroe County Parks Reservation Office between 8:30a.m. and 4:30p.m., Monday through Friday, at 585-753-PARK (7275), **a minimum of 14 days prior to the reservation date.**
- There will be **no refund given** for a cancellation made within 14 days of the reservation date.
- If you want to transfer (change of date or facility) your reservation after payment has been made, **there is a \$10 handling fee.**
- There will be **no transfers** (changes of date or facility) within 14 days of the reservation date.
- If you are eligible for a refund, your refund will be processed on our end within 5 days (**minus a 15% handling fee**). If initial payment was made by check, money order, or cash, a refund check will be mailed to you at the address provided on your reservation. If initial payment was made by Visa or Mastercard, a refund will be credited to the same card on which your initial purchase was made.
- Payments made less than 14 days in advance of the reserved date are **non-refundable.**