



**CRESTED BUTTE
PARKS | RECREATION
OPEN SPACE | TRAILS**

The Town of Crested Butte Parks, Recreation, Open Space and Trails Department (“PROST”) enriches the lives of residents and visitors through inclusive year-round recreational programming, conservation and stewardship of vital open spaces and trails, and access to exceptional public park amenities. We value community connection, collaboration, high quality of life, and our valley’s rich natural and cultural heritage.

Payment & Refund Policy

1. Payment

a. Programs

- i. Payment is due in full at time of registration for all programs. Participants will not be added to rosters until payment has been received.
- ii. Scholarship recipients must register and pay for their program at the time registration opens. A refund will be issued equaling the amount of the approved scholarship.
- iii. Balances from previous programs must be settled prior to registration for future programs. Accounts with outstanding balances may be restricted from registration without notice.
- iv. Participants who join programs late or can only attend certain sessions will not be prorated.

b. Facilities

- i. Payment is due in full after reservation request has been approved. Facilities with outstanding balances are subject to cancellation 14 days after the reservation has been approved.
- ii. Facility requests may be made one year in advance of the event date.
- iii. Existing Special Events in good standing with the Town of Crested Butte may book and pay for facilities up to two years in advance. Facility requests for new Special Events may book one year in advance.

2. Refunds

a. Programs

- i. If the participant withdraws,
 1. 24 hours or more prior to the program start, a 100% refund will be issued to the method utilized for original payment less the cancellation fee as shown on the fee schedule.
 2. Within 24 hours through the first week of the program, a 50% account credit will be issued less the cancellation fee as listed in the fee schedule.
 3. After the first week of the program has concluded, no refunds will be issued.
 4. Due to injury, a refund or account credit may be issued on a case-by-case basis.
- ii. If a program is cancelled (intermittent weather cancellations excluded)
 1. A 100% refund will be issued less any proration for sessions already completed, regardless of attendance by the participant.



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b. Facilities

i. Cancellations

1. All cancellation requests must be submitted in writing (email preferred) or through the www.crestedbuttere.com reservation portal to the PROST Department and are subject to the cancellation fee as shown on the fee schedule. Email address: recreation@crestedbutte-co.gov
2. Block Rentals (anything more than 1 consecutive day) for Town Ranch, Big Mine, and the Depot shall be cancelled:
 - a. 90 days or more prior to the first rental day to receive a full refund of the facility rental fee and deposit.
 - b. Less than 90 days but more than 30 days prior to the first rental day to be refunded the full deposit and half the rental fee.
 - c. Less than 30 days prior to the first rental day to be refunded the full deposit. Rental fee will be forfeited.
3. All other rentals shall be cancelled:
 - a. 30 days or more prior to the reservation to be refunded the deposit and full rental fee.
 - b. 7 – 30 days prior to the reservation to be refunded half the facility fee and the full deposit.

ii. Post-Event Deposit Returns:

1. Violations of facility rules and clean-up policies will result in forfeiture of deposit and additional charges as determined by the Department and fee schedule.
2. Fees paid via credit card within 180 days of the completion of the event will be refunded to the purchasing credit card.
 - a. If the card has expired or is declined during the refund process, a check will be mailed to the name and address listed on the rental.
3. Fees paid via check or more than 180 days prior to the completion of the event will be refunded via check.
 - a. Checks will be mailed to the name/address listed on the facility rental.
4. Cash payments will be refunded via check to the name/address listed on the rental.