

Fort Wayne Parks and Recreation Department
Proposal for Refund Policy for Ground Travel Programs (Bus Trips Only)
February 13, 2025



Background:

Fort Wayne Parks and Recreation Department offers a variety of ground travel programs, including both day trips and multi-day bus trips, to enhance the recreational opportunities for our community. In order to provide clear and consistent guidelines for customers who participate in these bus trips, the department has developed a new refund policy. This policy aims to balance customer service with operational efficiency and financial responsibility.

Proposal for Refund Policy (Bus Trips Only):

We are requesting approval from the Board of Park Commissioners for the following refund policy for bus trips, which will be effective immediately upon approval:

1. Cancellation by Fort Wayne Parks and Recreation Department:

- If the Fort Wayne Parks and Recreation Department cancels a bus trip (whether day or multi-day), a full refund will be issued to all registered participants.

2. Day Bus Trips:

- All day bus trip programs will be non-refundable. This includes both regular day trips and special event day trips.

3. Multi-Day Bus Trips:

- **Deposits:** A deposit for multi-day bus trips will be non-refundable and is due at the time of booking.
- **Balances:**
 - Balances for multi-day bus trips are refundable if a refund request is made **more than 45 days** before the departure date, minus a processing fee of **20%**.
 - **No Refunds:** There will be **no refunds** for multi-day bus trips requested **45 days or less** before the departure date.

Additional Information:

For more details, customers will be directed to visit our website at www.fortwayneparks.org or call **260-427-6017** for assistance.

Justification for the Policy:

This refund policy is designed to ensure fairness to both the participants and the department by clearly outlining the conditions under which refunds will be issued. By establishing non-refundable deposits and balancing the ability for customers to receive partial refunds with enough lead time, we can provide a better experience while managing the costs and logistics associated with bus trip programming.