

Athletic Field Reservation & Refund Policies



- Same day reservations are not permitted.
- Reservations will not be made/confirmed until payment has been received.
- **CANCELLATIONS:** Cancellation and change requests must be made at least two business days in advance. If you meet the deadline, the reservation fee can either be refunded minus a 20% administrative fee or may receive a full credit to the account for future reservations.
- **CHANGES:** Any changes made two business days or more in advance will be charged a \$5/rental space/day change fee. (ie. If 3 field halves are reserved on a given date and changes are made to 2 halves, \$10 in fees will be charged).
- **FIELD STATUS:** Field status is updated by 3:30pm if necessary. Field status is updated via rainoutline.com.
- **RAIN OUT/FIELD CLOSURES:** If the Parks & Recreation Department closes fields you can receive a credit for future reservations or a refund back to your card. A credit for future reservations will be automatically added to your account if we close the fields. In order to get a refund you would need to request one by calling 972-625-1106. Notification of field closures is done via rainoutline.com. We will not contact you for field closures. You may subscribe to be notified by text, email or app notifications.
- **INCLEMENT WEATHER CANCELLATIONS:** The below weather conditions will be eligible for a full refund or credit for future reservations. In these cases this will be a day of decision since weather can be unpredictable. If requested prior to the day of the reservation they would only be eligible for a credit.
 - Wind Chill of 32 degrees or below
 - Heat Index of 100 degrees or above
 - Torrential downpours during rental time
 - Lightning during rentals that affect a majority of the rental time
- **FIELD EQUIPMENT:** Nets, bases, and field markings will not be provided. Fields may have goals on them but are not always available for rentals. Exception: Game and tournament rentals.
- **LIGHTS:** During the summer months lights scheduled for reservations will turn on 30 minutes prior to sunset and will turn off 5 minutes after the scheduled reservation (ie. Reservation is from 6pm – 7:30pm lights will turn off at 7:35pm). During winter months lights will be scheduled to turn on 15 minutes prior to the start of your reservation.

This policy applies to all athletic facility reservations.