

High Point Parks & Recreation

Refund Policies



Shelters, Fields, and Facility Rental Refunds

If a customer cancels a reservation at least fourteen (14) days prior to the rental date, a full refund will be issued. If a customer cancels less than fourteen (14) days prior to the rental date, there will be no refund unless approved by the Director of Parks & Recreation or his or her designee. A full refund is given if High Point Parks & Recreation Department cancels a facility rental. All cancellations and requests for refunds must be in writing or submitted by email.

Shelter Rentals - Rainout Refunds

A rainout is defined as a shelter cancellation due to inclement weather conditions. The renter must call on the day of their event to cancel because of rain. If the customer uses a shelter at any time during their rental, they will forfeit their refund.

- If the event is scheduled at Oak Hollow Park, Festival Park, North Overlook or Sailboat Point, customers should call 336-883-3494.
- If the event is scheduled at High Point City Lake, customers should call 336-883-3498.
- For all other park rentals, the customer should call or leave a voicemail at 336-883-3469.

The customer can receive a refund or reschedule for another date at the time of cancellation. We are not allowed to carry a credit on a customer's account for more than two (2) weeks. If the customer has not called back to reschedule by two (2) weeks after the original reserved date, we will process a refund. If the renter uses the shelter at any time during their rental, they will forfeit this rainout refund.

Campground Refunds

If a customer cancels a reservation at least seven (7) days prior to the scheduled arrival date, a full refund will be issued. If a customer cancels or reschedules less than seven (7) days prior to the arrival date, a refund will be issued minus one (1) night's stay at the reserved rate. No refunds will be issued for early departures, late arrivals, or for cancellations and rescheduling requests that are made on the scheduled arrival date.

All cancellations and requests for refunds must be in writing or submitted by email.

Program Refunds

If the High Point Parks & Recreation Department cancels a program, a full refund will be issued.

Refunds requested by customers will be issued on a case-by-case basis and must be in writing or by email. There may be specific cancellation policies that vary by program.

Unless noted otherwise, if a program has not begun and no costs have been expended for the participant (i.e. t-shirt, trophy, etc.), a full refund may be issued. If expenses have occurred for the participant, the refund will be the cost of the program minus any expenses that have occurred. If a customer has participated in more than half of the program, no refund will be issued.