



### **REFUND AND CREDIT POLICY**

It is the policy of the Riverside County Regional Park and Open-Space District that refunds and credits to park users will be considered under certain circumstances. If you feel that your circumstance warrants a refund or credit, please call the Reservations office at (800) 234-PARK (7275) during normal business hours for further assistance.

Refunds and/or credits will NOT be considered if the park user is asked to leave due to a violation of State Codes, County Ordinances, or park rules.

### **RIVERSIDE COUNTY REGIONAL PARK AND OPEN-SPACE SYSTEM BOARD OF DIRECTORS POLICY**

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Policy:

It is the policy of the Board of Supervisors that refunds and credits to park users will be considered under certain circumstances, defined as follows: Refunds. Consideration for refunds will be given under the following conditions:

- a. A request for refund that has been received at District headquarters at least 14 days prior to the date of use of the park facilities.
- b. An incapacitating injury and/or death to the reserving party or its immediate family.
- c. Weather conditions endangering the safety of the park users.
- d. Inoperable park facilities creating a hardship on park users.
- e. Cancellation of programs for which payment has been made.
- f. Other circumstances deemed appropriate by the General Manager or his representative.

Credits:

Consideration for credits will be given under the following conditions:

- a. Illness of park user
- b. Breakdown of park user's camping equipment such that camping becomes a hardship.
- c. Emergency at home requiring the camper to leave early.
- d. Major public disturbance in the campground caused by persons other than the camper.

e. Other circumstances deemed appropriate by the General Manager or his representative. Refunds and/or Credits will NOT be considered if the park user is asked to leave due to a violation of State Codes, County Ordinances, or Park Rules. All requests for refunds and/or credits shall be submitted in writing to the General Manager. Each request must state the park attended, the date(s), the amount of the request, and the reason for the request. Credit slips approved by the County Auditor-Controller will be issued by the General Manager or his representative to those qualifying park users. The Park District shall establish an internal procedure for the approval/disapproval of written requests for refunds/credits, and for the issuance of refunds/credits for approved requests.

### **PRIVACY POLICY**

This privacy notice discloses the privacy practices for [www.RivCoParks.org](http://www.RivCoParks.org) – This privacy notice applies solely to information collected by this website. It will notify you of the following:

1. What personally identifiable information is collected from you through the website, how it is used, and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

#### Information Collection, Use, and Sharing:

We are the sole owners of the information collected on this site. We only have access to collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request; e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

#### Your Access to and Control Over Information:

You may opt out of any future contact from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

## Security:

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example: billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 800-234-PARK (7275).