



Community Use of Public Facilities

MONTGOMERY COUNTY INTERAGENCY COORDINATING BOARD

OVERVIEW OF CANCELLATION POLICIES

General

- All adjustment or cancellation requests must be in writing and received during normal business hours
- No credits, refunds or adjustments are made without timely notice
- Every application represents a financial obligation. The person submitting a change request, as well as the organization being represented, are both responsible for timely cancellations and fees
- Cancellation fees apply regardless of whether or not the facility was not used or the permit was cancelled for non-payment
- Users are responsible for following the policies and procedures included in the application process
- No adjustment or cancellation fee applies if the facility is closed or modified by CUPF. Groups are responsible for calling the afterhours line (240.490.2873) should they experience an access problem afterhours and weekends or 240.777.2725 if use is during the normal business day
- Any credit from an adjustment or cancellation related action will be applied to outstanding balances on the account
- Unpaid cancellation or adjustment fees may result in suspension of the individual or groups ActiveMontgomery account

Silver Spring Civic Building

Great Hall or Veterans Plaza

A portion of the facility fee will be retained in addition to the confirmation fee as follows:

- 60+ calendar days' notice: \$250 confirmation fee
- 46-59 calendar days' notice: 25% of facility charges
- 30-45 calendar days' notice: 50% of facility charges
- 15-29 calendar days' notice: 100% of facility charges
- 14 or less calendar days' notice: 100% of facility and staff charges

A special event can be re-scheduled one time with at least 30-days' notice. The confirmation fee will be retained.

All other rooms

- More than 10 business days: \$25 retained - remaining charges refunded
 - Between 5-10 business days: all facility fees will be retained, additional fees for equipment and staff will be refunded
 - Less than 5 business days: all fees will be retained
- Rain Credits (for steady rain throughout most of scheduled period) if event cannot be rescheduled
- Courtyard: 75% credit
 - Veterans Plaza: full refund (50% of confirmation fee retained)

Schools, School Fields, and Government Office Buildings

For Large Events*

- 46 days' notice or more: \$50 cancellation fee
- 31-45 days' notice: 25% of facility charges plus \$50 cancellation fee
- 10-30 days' notice: 50% of facility charges plus \$50 cancellation fee
- Between 8 -10 business days' notice: 10% of the facility fee, excluding rooms charged at the additional or multi-room rate may be refunded, in addition to additional staff or equipment not included in the facility fee. All other fees will be retained
- No refunds with less than 2 business days' notice
- Rescheduling the event to a new date is considered a cancellation

*See Definition on CUPF Resource page: www.montgomerycountymd.gov/cupf

Camps (summer/weekday)

- \$50 cancellation fee for camps, with at least 20 business-days' notice (approximately one month). No refund with less notice.

Other (Weekday)

- \$25 cancellation fee with at least 10 business-days' notice. No refund with less notice. The \$25 fee may be waived and all fees retained if the total value of the permit is less than \$25.

Weekend/MCPS Administrative Day/Holiday-(excluding large events)

- The \$25 cancellation fee with at least 10 business days' notice.
- Between 8 -10 business days' notice: 10% of the permit fee, excluding rooms charged at the additional or multi-room rate may be refunded, in addition to additional staff or equipment not included in the facility fee. All other fees will be retained.
- No refunds with less than 2 business days' notice.

Park Fields

- \$50 cancellation fee for cancellation and adjustments with at least 10 business days' notice. No credits with less notice.

Park, County and School Field Rain Credits

- All refund requests for field time cancelled due to inclement weather must be submitted in a sortable spreadsheet within 15 days of the end of the season.

Synthetic Turf Cancellation and Refund Policy

Between December 1, and March 15, groups using a school synthetic field may request a refund for cancelling use if the following conditions exist provided the request to cancel is submitted:

- A minimum of ten (10) business days prior to the scheduled use. CUPF will refund all fees except a \$25 cancellation/adjustment fee
- Between three (3) and ten (10) business days prior to the scheduled use. CUPF will refund additional staff (ex. security, media specialist, additional building service workers) and equipment fees. Facility fees and \$25 cancellation/adjustment fee will be retained absent extreme weather conditions. If extreme weather conditions are forecast (ex. wind-chill factor expected to be below 0), only the \$25 cancellation/adjustment fee will be retained
- Two (2) or fewer business days prior to the scheduled use all fees are retained. If extreme weather conditions are forecast, only the \$25 cancellation/adjustment fee will be retained

- Day of scheduled use: All fees are retained for adult use. All costs will be refunded for organizations serving youth players (majority are children under 18 years) if play is cancelled because of unsafe conditions and reported to the afterhours emergency line at the time of early departure

A refund will be issued if the field is closed by MCPS or CUPF or the group calls the problem line at the time of early departure due to:

- Snow falling/snow on field
- Lightning/electrical storm
- Extreme heat conditions
- Plant-derived infill materials are frozen

This document last revised on: October 24, 2016