City of Reno

Parks and Recreation

Administration Office
925 Riverside Dr, Reno, NV 89503
Phone: (775) 334-2260 ● email: PARDadmin@reno.gov

revised on 10/2026

Request for Account Adjustment Form (Refunds ● Credits ● Transfers)
Please fill out completely – Completion of this form **does not** guarantee refund approval.

➔ A customer request for a refund, credit or transfer must be on the Request for Account Adjustment Form and received by the criteria deadlines listed below. Completion of this form does not guarantee a request will be approved.

➔ Customer requested refunds will be charged **an administration fee of $10 per activity or $30 per rental.** Administrative fees will not be charged on credits or transfers to another program, activity or rental.

Sierra Kids and Youth Camps: Must be requested by the Wednesday BEFORE the week of service. No Refunds issued after week begins. No credits, refunds or transfers will be issued for Washoe County School District snow days, late start, missed, sick, suspended days or hazardous air quality cancellations. Please send requests to parksandrecregistration@reno.gov

Aquatic Classes and Swim Lessons: Must be requested before the 1st class begins. Please send requests to swimlessons@reno.gov

Workshops/Ticketed Events: Must be requested before the (deadline) City of Reno purchases / acquires the tickets. Some may require more notice.

Leagues: Must be requested prior to the last date of league registration.

Class Materials: No credits, transfers or refunds will be issued for class materials.

Rental of Facilities / Shelter Areas: must be canceled at least 30 days prior to the scheduled event. (No refunds will be issued due to inclement weather or if canceled less than 30 days). Please send requests to parksandrecrentals@reno.gov

Date _____ Refund Request $_____ (*Refunds may be subject to an Administrative fee)*

Participant Name _____

Activity Name _____ Activity # _____ Activity Date _____

Park or Facility Rental Name _____ Rental # _____ Rental Date _____

Reason for Adjustment Request _____

_____

Method of Adjustment Requested (Please choose one and sign below)

☐ Transfer to another Activity or Rental _____

☐ Apply to Parks and Recreation Customer Account for future use (credits shall not remain on account for more than 6 months)

☐ Refund to Credit Card (the refund will go back to the original card used for the transaction. Please contact the office immediately if the card is closed)

☐ Check mailed to (please allow four to six weeks processing time)

Name _____ email _____ Phone _____

Mailing Address _____ City _____ State _____ Zip _____

Signature _____

for office use only				
☐ Transfer completed	☐ Credit Card Refund	☐ Check Refund Request sent to Finance	☐ Request Denied	☐ Credit to Account
Manager/Supervisor Approval & Comments				
Requested Refund Amount $	Administrative Fee $	Total Amount to be refunded $		