

Locust Parks and Recreation Refund Policy

All Refunds and Household credits

Refunds must be requested by email to parks@locustnc.com or provided in writing to Locust City Hall (City of Locust, Attn: Emily Jones, Director of Parks and Recreation, P. O. Box 190, Locust NC 28097).

Please allow up to 2 weeks for your refund to be processed.

Payments made by credit card will be refunded to the original method of payment.

Payments made by cash or check will be refunded as a check.

If you wish to leave your credit on your account, the credit will be valid until the end of the following fiscal year (June 30).

Athletic Program Cancellation:

When an athletic program or league is canceled by Locust Parks and Recreation, fees are 100% refundable.

Participants will receive 100% refund, excluding credit card fees, if refund request is received before registration deadline (as advertised on our website)

Participants will receive 50% refund, excluding credit card fees, if refund request is received before the first practice (the first day of the league's team practices for the season)

Medical and hardship cases are considered on a case-by-case basis and may require additional documentation. Prorated household credit available, up to 50%, for participants who encounter a season-ending injury or hardship. Amount is calculated based on the number of remaining games/total number of games, with the maximum refund being equal to 50% of the registration fee.

Non-attendance or non-participation in an activity does not entitle the patron to a refund/credit.

Sibling Discount (for Locust residents/taxpayers only):

There is a \$150 per family, per season maximum for all athletic league registration fees.

Proof of residence required with photo ID and utility bill.

Applies only for City of Locust residents with siblings in the same household, each child participating in one program per season. Additional programs by one participant in the same season require a full registration fee.

Processing fee not included in the \$150 registration cap.

No refunds for amounts spent over \$150. If you request the sibling discount after completing registration and payment, you are eligible to receive the difference as household credit.

Hardship Fee may be considered (requires verification and staff approval). You must email parks@locustnc.com or call Locust City Hall at 704-888-5260.

Fall athletics leagues: fall soccer, fall baseball, and volleyball

Winter athletics leagues: basketball

Spring athletics leagues: spring soccer, spring baseball, softball, and Babe Ruth

Program or Activity Cancellation

When an activity is canceled by Locust Parks and Recreation, fees are 100% refundable.

Participants will receive 100% refund, excluding credit card fees, if the refund request is received before registration deadline (as advertised on our website)

Participants will receive 50% household credit if the refund request is received after the registration deadline.

Non-attendance or non-participation in an activity does not entitle the patron to a refund/credit.

Medical and hardship cases are considered by Locust Parks and Recreation on a case-by-case basis and may require additional documentation.

Rental Cancellation

When a rental is canceled by Locust Parks and Recreation, fees are 100% refundable.

Any participant wishing to cancel a Community Building rental must do so at least 24 hours prior to the scheduled start of the rental. If the rental cancellation request is received within this time, a full refund minus any credit card fees will be granted.

Outdoor facility usage canceled by Locust Parks and Recreation due to inclement weather may be rescheduled, pending space availability.

Any participant wishing to cancel an Athletic Field rental must do so at least 24 hours prior to the scheduled start of the rental. If the rental cancellation request is received within this time, a full refund minus the nonrefundable deposit and any credit card fees will be granted.

Special Event Tickets, Merchandise, and Gate Entry

All Sales are final.

Special Event tickets may be transferred to another account but are subject to resident/non-resident fee adjustments. Request for cancellation and transfer may require additional documentation.

Requests must be received at least 14 days prior to the scheduled event. Requests must be emailed to events@locustnc.com or provided in writing to Locust City Hall.