

# PILOT KNOLL PARK - Campsite Refund Policy & Request Form

## Refund Policy:

Full refunds will be given, less a \$10.00 administrative service fee, for written cancellation requests received 72 hours in advance of the reserved session date.

General change in plans, early departures, etc. would not be a situation where a refund would be granted.

Refund requests must be in writing and submitted to the City of Highland Village Parks and Recreation Department addressed to the attention of the Parks and Recreation Department Director. Please include your receipt or a copy of your receipt with the written request.

NO CREDITS will be given.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Zip \_\_\_\_\_

Phone No: ( \_\_\_\_\_ ) \_\_\_\_\_

Date of Request: \_\_\_\_\_

My refund request is based upon cancellation of my reservation 72 hours in advance of my reserved session date(s).

Campsite(s) # \_\_\_\_\_ from \_\_\_\_\_ through and including \_\_\_\_\_.

- Receipt Number: \_\_\_\_\_ NOTE: A check will be mailed to the above noted person and address for reservations made by cash or check. All other refunds will result as a credit to the card used for the reservation. The online convenience fee is non-refundable.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

**Mail To:** City of Highland Village  
Attn: Director of Parks and Recreation  
1000 Highland Village Road  
Highland Village, TX 75077

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_ Date Processed: \_\_\_\_\_ Staff Initial: \_\_\_\_\_