



Rental Cancellation Policy

All cancellation and/or rescheduling requests must be made in writing via email, fax US mail or in person.

Rescheduling a rental:

Rescheduling takes a minimum 14 days advance notice and costs an additional \$10. We will make every effort to accommodate your new request, however we cannot guarantee that a specific date and/or facility will be available.

Canceling a rental:

All cancellations must be in writing. To receive a full refund, a cancellation notice must be received a minimum of 61 days prior to the event. A 50% refund will be allowed if a cancellation notice is received 30-60 days prior to the event. No refunds will be made with less than a 30 day notice or due to weather conditions.

If a rental is cancelled by Metro Parks Tacoma because the renter has failed to provide all of the necessary information or fees, Metro Parks Tacoma shall retain the full rental fee paid unless the facility is rented by another group.

Inclement weather:

Metro Parks Tacoma shall make every effort to open a facility when a rental is scheduled. However, if severe inclement weather or other acts of nature (ice storm, snow storm, damage caused by weather) prohibits the opening of a facility, the renter will be notified as soon as possible. The renter will be provided the opportunity to reschedule to another available date or have their rental fees refunded in full.