



REFUND POLICY CHANGE

AFFECTED: Credit card purchases prior to May 29, 2019

RESULT: No refunds will be issued back to credit card used for purchases prior to May 20, 2019. Refunds will be issued as checks and mailed to address on file.

What is changing?

The St. Mary's County Recreation & Parks Department has transitioned bank providers. This affects our credit card services for our customers who may need to request a refund for any purchase completed prior to May 29, 2019. Any approved refund will result in a refund check as we will be unable to place the credit back to the credit card used for the original purchase.

When will I receive my refund?

A check refund will be processed the same day and forwarded to the finance department to issue a refund check. The entire process normally takes 1-2 weeks from the time of request to receiving a mailed check. In some cases, receiving a check could take up to 3 weeks. If you do not receive a refund check in the mail to your address after 3 weeks from the date of request, please contact our office at 301-475-4200 ext. 71800.

Other Options

As always, customers have the option to have any approved refund placed as a credit on their household account to be used for future registrations.

Note: Any credit card purchase made after May 29, 2019 will not be subject to this refund policy change. Card refunds will work as normal.