



## Payment, Adjustment, Cancellation and Refund Policies

### Payment Policy

All groups must pay for the use of public facilities. CUPF is a non-tax supported agency and reimburses MCPS and the County for the cost impacts of community use. The fee schedule posted on the CUPF website adheres to the County's fiscal policies which requires for profit and out of County users or group to pay a higher fee. By submitting a request, a user is making a financial obligation on behalf of themselves, and where applicable, an organization.

CUPF does not have dedicated collections staff so that we may keep fees as low as possible. Your cooperation in the following helps us meet that goal.

I acknowledge:

- **That by submitting a request, I will pay for the charges assessed on an approved permit even if I or the organization I am representing do not use the facility unless I cancel in a timely manner, in which case I will only pay the applicable cancellation fees. I will not apply for space for the sole purpose of a cost estimate or availability. Payment will be PRIOR to use of the space.**

Please Note: All requests are acknowledged within a few days of receipt. If you are not receiving our emails, contact us to correct your email. Emails are sent to notify you that the permit has been firmed and payment is due. Past due notices are sent to the email on file for the organization.

- **I am responsible for regularly checking either the Pay on Account or Organization Account Balance links on my account. Assume that you will be successful and contact CUPF if you are unsure. Most applications are reviewed and a decision is made within 3 days unless coordination with the school or location tenant is needed.**

**Payment is due immediately when the permit is approved.** If the amount owed does not show (under List Organization Account Balance for organizations or Pay on Account for individual) you must contact our office so that the due date is updated.

**Failing to use the facility does not remove the charges assessed.** If you submitted the request in error, call the office IMMEDIATELY on 240-777-2725 during business hours. Do not call the after-hours line. If the error is noticed after hours, call the NEXT business day. If the error is not noted until after the permit is approved, submit an amendment request BEFORE the event start date. <http://www.montgomerycountymd.gov/cupf/info-cupf/resources.html> to reduce your payment as much as allowed (see chart below).

- **I acknowledge:**
  - That the fees generated by ActiveMontgomery in a reservation request are preliminary and tentative and do not constitute a binding agreement unless the permit has been approved. The payment due date is tentative at the time of application and may be changed at time of processing. CUPF will evaluate the purpose of use, and site specific conditions of use to determine the fees assessed. As appropriate CUPF may access

fees based on tax status or the organization, residency, or assignment of staff needed to support the planned activity.

- That during weekends and school holidays, the reservation MUST be a minimum of 3 hours. If you submit a request of less than 3 hours, the request may be denied or additional time will be added and fees assessed. If you want to cancel, notify us immediately, otherwise we will assume that you have accepted the permit.
- That I am agreeing to make payments on-time. If the credit card or check cannot be transacted, I am still responsible for the charges. Outstanding balances will be referred to the Montgomery County Attorney Office for collection.
- That I or the organization I represent is responsible any additional charges resulting from use of the facility to include damages, access before the permitted time, late departure, use of unpermitted areas, additional clean-up, or violation of the conditions or use and/or Facility Use License Agreement (also agreed to as part of this application).
- I will provide a certificate of insurance naming the County additional insured as a condition of use if requested by CUPF.
- MCPS has priority over all school building. If a booking must be cancelled due to school needs, a credit will be returned to the account if alternate space cannot be booked. A credit will also be returned to the account should the facility be closed and not available for community use due to inclement weather, use as an emergency shelter or similar circumstances.
- I will call the after-hours line 240-490-2873 in the event of any facility or access issues. While every effort is made to ensure delivery of requested services, mechanical and other difficulties are sometimes beyond our control. Credits will be considered on a case by case basis.
- No new requests should be processed until account is in good standing.

## **Cancellation and Adjustment Policy**

### **General Provisions**

- All adjustments and cancellations must be submitted to CUPF using the Reservation Amendment Form on the CUPF website. <http://www.montgomerycountymd.gov/cupf/info-cupf/resources.html>. A link is also available on the Request Reservation page of ActiveMontgomery
- No credits, refunds or adjustments are made without timely notice. See chart below for cancellation notice requirements. Requests for adjustments must be received a minimum of 10 business days prior to date of use. Business days are Monday through Friday.
- The person submitting a change request and/or organization being represented, are responsible for timely cancellations and fees
- Cancellation fees apply regardless even if facility was not used or the permit was cancelled for non-payment

- No adjustment or cancellation fee applies if the facility is closed or modified by CUPF. Groups are responsible for calling the afterhours line (240.490.2873) should they experience an access problem afterhours and weekends or 240.777.2725 if use is during the normal business day
- Any credit from an adjustment or cancellation related action will be applied to outstanding balances on the account
- Unpaid cancellation or adjustment fees may result in suspension of the individual or groups ActiveMontgomery account
- Rescheduling an event to a new date is considered a cancellation.

<b>Site Specific Cancellation &amp; Credit Eligibility Notification</b>				
<b>Location/Event Type</b>	<b>Timeframe</b>	<b>Action</b>	<b>Credit Amount</b>	<b>Refund Form (assumes no past due amounts on account)</b>
Any location: schools, Govt. buildings, school and park fields.	Any	Permit cancelled by CUPF (ex. inclement weather, facility access problem) Or community use cancelled	Full Refund	Refunds will be applied to ActiveMontgomery Account or returned to payer/ organization
Weekday events in schools - excluding large/special events, summer camps, school fields, SSCB	10 or more business days prior to use	At the request of the permit holder  Or Cancelled by CUPF for non-payment	Refund of credit for dates beyond the 10-business day notification less the \$25 cancellation fee. Fees for dates with less than 10 days' notice are retained.	Refunds may be applied to ActiveMontgomery Account or returned to payer or organization-as as applies
Events in libraries, regional centers and government buildings	10 or more business days prior to use	At the request of the permit holder  Or Cancelled by CUPF for non-payment	Refund of credit for dates beyond the 10-business day notification less the \$25 cancellation fee. Fees for dates with less than 10 days' notice are retained.	Refunds may be applied to ActiveMontgomery Account or returned to payer or organization-as as applies
MNCPPC Park Fields	10 or more business days prior to use	At the request of the permit holder  Or Cancelled by CUPF/Parks for non-payment	Refund of credit for dates beyond the 10-business day notification less the \$50 cancellation fee. Fees for dates with less than 10 days' notice are retained.	Refunds may be applied to ActiveMontgomery Account or returned to payer or organization
School & MCRD Fields booked by CUPF	10 or more business days prior to use	At the request of the permit holder  Or Cancelled by CUPF/Parks for non-payment	Refund of credit for dates beyond the 10-business day notification less the \$25 cancellation fee. Fees for dates with less than 10 days' notice are retained.	Refunds may be applied to ActiveMontgomery Account or returned to payer or organization

Events in schools scheduled on holidays and weekends excluding large/special events, school fields, SSCB	Between 10 and 3 business days' notice	At the request of the permit holder  Or Cancelled by CUPF for non-payment	Refund of credit for dates beyond the 10-business day notification less the \$25 cancellation fee. +10% of weekend facility fees, equipment fees and additional fees provided extra staff (ex. Security or MST) can be unscheduled.	Refunds may be applied to ActiveMontgomery Account or returned to payer or organization
	Less than 2 business days' notice	At the request of the permit holder  Or Cancelled by CUPF for non-payment	No refund	
Camps	20 or more business days prior to use	At the request of the permit holder  Or Cancelled by CUPF for non-payment	Refund of credit for dates beyond the 20-day notification less the \$50 cancellation fee. Fees for dates with less than 20 days' notice are retained	Refunds may be applied to ActiveMontgomery Account or returned to payer or organization
Any	After the event date	At the request of the permit holder  Or Cancelled by CUPF for non-payment	No refund	

**Note:** The cancellation fee may be waived and all fees retained if the total value of the permit is less than \$25.

***CUPF is not responsible for advertising, food, or any other costs associated with an activity when facilities are closed due to inclement weather or other emergency.***

Indoor use -problems with Air Conditioning or Heat

Up to 10% of the fee can be credited PROVIDED:

- Customer call after hours' line (240.490.2873) within 30 minutes after event start time to report problem
- Mechanical problem verified by onsite staff
- Or programming problem cannot be corrected by energy management within 30 minutes

If problem cannot be corrected during use and decides that continued use puts customers at risk, customer must call after hours' line to report that they are vacating the premises immediately.

Park, County and School Field Rain Credits

Permitted users may apply for refunds for any cancellation of scheduled time at schools, Recreation Centers or Park fields due to inclement weather in accordance with local and regional park closures. Refund request must include

- Permit number,
- rain-out date, and
- field location.

Requested refund dates will be validated with field closure records maintained by CUPF, M-NCPPC, and the City of Rockville.

Field users may choose to receive refunds for amounts over \$10 or maintain credits on their accounts; amounts under \$10 will be credited to the permitted user's account. Account balances will be reconciled at the end of the season.

Refund requests must be submitted according to the following table below:

Scheduled Field Time Refund Submission Dates

March 15 - June 30	----	No later than July 15
July 1 - November 30	----	No later than December 15

Amendment Fee

\$25 for schools and County Buildings  
\$50 for Montgomery Park facilities

Large or Special Events in Schools, School fields, and government office buildings

- 46 days' notice or more: \$50 cancellation fee
- 31-45 days' notice: 25% of facility charges plus \$50 cancellation fee
- 10-30 days' notice: 50% of facility charges plus \$50 cancellation fee
- Between 8 -10 business days' notice: 90% of the facility charges plus \$50 cancellation fee  
Equipment and extra staff charges will be refunded
- No refunds with less than 2 business days' notice.
- Rescheduling the event to a new date is considered a cancellation.

See definition on CUPF Resource page: [www.montgomerycountymd.gov/cupf](http://www.montgomerycountymd.gov/cupf)

School Synthetic Turf Cancellation and Refund Policy-Severe inclement weather

The following provisions apply only to MCPS owned synthetic turf stadium fields between December 1, and March 15<sup>th</sup> when severe weather is forecast that may be a health or safety risk.

Weekday Use (Monday thru Friday):

Two-day notice: If the forecast calls for hazardous conditions and CUPF receives a cancellation request before 4:00 p.m., at least 2 days before scheduled use, a credit equal to the total permit cost less a \$25 cancellation fee will be applied to the account. The credit may be used toward future use of facilities permitted by CUPF. Refunds will not be issued. CUPF will use the date/time of request form to verify receipt.

One-day notice: If the forecast calls for hazardous conditions and CUPF receives a cancellation request before 4:00 p.m., at least 1 day before scheduled weekday use, a credit equal to 50% of the total permit cost will be applied to the account. The credit may be used toward future use of facilities permitted by CUPF. Refunds will not be issued. CUPF will use the date/time of request form to verify receipt.

Weekend Use (Sunday/Saturday):

Prior to 12:00 noon Thursday: If the forecast calls for hazardous conditions and CUPF receives a cancellation request no later than 12:00 p.m. on Thursday for scheduled weekend use, a credit equal to the total permit cost less a \$25 cancellation fee will be applied to the account. The credit may be used toward future use of facilities permitted by CUPF. Refunds will not be issued. CUPF will use the date/time of request form to verify receipt.

#### Standard cancellation policy

- A minimum of ten (10) business days prior to the scheduled use. CUPF will refund all fees except a \$25 cancellation/adjustment fee
- Between three (3) and ten (10) business days prior to the scheduled use. CUPF will refund additional staff (ex. security, media specialist, additional building service workers) and equipment fees. Facility fees and \$25 cancellation/adjustment fee will be retained.
- Two (2) or fewer business days prior to the scheduled use all fees are retained.
- Day of scheduled use:
  - Snow falling/snow on field
  - Lightning/electrical storm
  - Extreme heat conditions
  - Plant-derived infill materials are frozen
  - if play is cancelled because of unsafe conditions and reported to the afterhours emergency line at the time of early departure

Note that use of synthetic turf fields is canceled whenever CUPF or MCPS announce closure of community use at MCPS facilities.

#### Additional information

**National Weather Service heat index information page:**

<http://www.nws.noaa.gov/om/heat/index.shtml>

**National Weather Service wind chill information page:**

[http://www.nws.noaa.gov/om/cold/wind\\_chill.shtml](http://www.nws.noaa.gov/om/cold/wind_chill.shtml)

Visit the CUPF Resource page for more information

#### Silver Spring Civic Building

##### Great Hall or Veterans Plaza

A portion of the facility fee will be retained in addition to the confirmation fee as follows:

- 60+ calendar days' notice: \$250 confirmation fee
- 46-59 calendar days' notice: 25% of facility charges
- 30-45 calendar days' notice: 50% of facility charges
- 15-29 calendar days' notice: 100% of facility charges
- 14 or less calendar days' notice: 100% of facility and staff charges

A special event can be re-scheduled one time with at least 30-days' notice.

*The confirmation fee will be retained.*

##### All other rooms

- More than 10 business days: \$25 retained - remaining charges refunded
- Between 5-10 business days: all facility fees will be retained, additional fees for equipment and staff will be refunded
- Less than 5 business days: all fees will be retained

Rain Credits (for steady rain throughout most of scheduled period) if event cannot be rescheduled

- Courtyard: 75% credit
- Veterans Plaza: full refund (50% of confirmation fee retained)
-

## Requesting a deferred payment

Payment is required as soon as you are notified that the permit request has been approved. Deferred payments may be applicable under the following conditions when using a school or school field:

- Account is in good standing with no prior history of payment problems (ex. late payments, “bad checks”, refused credit cards)
- Permit charges are more than \$500
- Permit covers 6 to 12 months’ duration and permit costs average more than \$500 per month
- Multiple permits (5 or more), with each less than \$500 and are distributed throughout the school year may be considered for payment due dates 90 days prior to the event date

Payment plans must be established by staff and requested by sending an email to [cupf@montgomerycountymd.gov](mailto:cupf@montgomerycountymd.gov). Payment due dates cannot be set to allow payment after the event or specific dates of use. A \$50 charge to cover staff costs in setting up and monitoring a payment plan will be applied.

A “payment plan” in ActiveMONTGOMERY displays the total cost when a permit is initially created. It does not reflect changes made later or approval for deferred payment.

## Subsidy Programs

Maryland based non-profits may be eligible for a subsidy. Please visit the sites below for more information.

Silver Spring Civic Building Community Access Program

<http://www.montgomerycountymd.gov/cupf/info-reservation/sscb.html>

Facility Use Subsidy Program

<http://www.montgomerycountymd.gov/cupf/info-other/Subsidy.html>