



City of Torrance - Community Services Department



Facility Booking Refunds

The following Procedures and Guidelines shall apply to all Community Services Department Facility Booking Refunds:

CASH/CHECK

If you paid by cash or check the refund process will begin within a few days of your reservation date. A check will be mailed to you in six to eight weeks.

CREDIT CARD

If you paid for your reservation by credit card, a credit will be issued to your account within a few days of your reservation date, and a receipt will be mailed to you.

CANCELLATIONS

If it is necessary for you to cancel a reservation, please notify the Facility Booking Office (2) two business days prior to the reservation date. Twenty percent (20%) of the reservation fee will be retained on all cancellations.

Please call Facility Booking Office at (310) 618-5982 if you have any questions.

CC:tlk:adminsvcsdiv\facilitybooking\procedures&guidelines\refunds 12-1-20



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