



HERO CENTER REFUND POLICY

FACILITY RESERVATIONS/PUBLIC LANE RESERVATION REFUND POLICY

1. Public Shooting Lane rentals are **non-refundable** given the limited number of lanes. Individuals who rent a lane should understand that you will not receive a refund regardless of whether you show up for your scheduled time. Walk-in reservations are welcome, but do not guarantee you a lane rental time. Any individual late to their reservation time slot, will **not** be provided credit for the time missed and will need to deduct the late time from their current lane reservation. If you are 15-minutes late, you will forfeit your lane reservation and/or HERO staff may rent your lane out to another customer if we do not receive prior notification from the customer by calling the HERO Center staff at 651-458-2811. Any individual that arrives over 15-minutes late after the last allowed reservation at 5pm will forfeit their reservation.
2. HERO Center staff will review and approve all facility rentals and will send an invoice by email to the user. Payment for reservation of HERO facility space is due upon receipt of the invoice.
3. Failure to pay the invoice prior to the event date will result in cancellation unless arrangements are made with the HERO center manager.
4. Full refunds will be given if the **HERO center** cancels a space reservation due to an emergency, maintenance, or repair of the specific training space reserved. The individual who reserved the space will be notified of any closure or cancellation.
5. All refunds will be returned via the original form of payment if refund is issued within 45 days of payment received. Credit/Debit card refunds will be returned to the original card used at the time of registration payment if within 45-day refund window. If refund is outside of the 45 days, refund will be issued by check. Credit/Debit card refunds will be returned to the original card used at the time of registration payment if within 45-day refund window.
6. Failure to pay, as required by contract, may prevent user(s) or groups from reserving HERO center facilities in the future.
6. Agencies may cancel their facility reservation within 30-days of their scheduled reservation to receive a refund on the space. Agencies wishing to cancel may apply the fee towards an account credit to be used later.
7. An account credit will be subject to any increase in our facility fee schedule as approved by the Facility Operations Committee.

COURSE FEE REFUND POLICY

- 1) Refunds are **NOT** offered for course cancellations, or for any registrant who fails to attend the course. Registration paid for any **public safety course** may be transferred to another member of the same agency/department prior to the start of the class.
- 2) Refunds will be issued if the **HERO center** cancels a course. Cancellation of a course may occur due to inability to meet to the minimum course registrations required, or due to unforeseen circumstances with a course and/or instructors.
- 3) Due to the limited registrations allowed in **civilian courses**, refunds will **NOT** be given.