

# Cancellation Policy

## North Bank Park Pavilion



THE CITY OF  
**COLUMBUS**  
ANDREW J. GINTHER, MAYOR

RECREATION AND PARKS  
DEPARTMENT

The following cancellation policy is for North Bank Park Pavilion:

For all reservations made for an event on Monday, Tuesday, Wednesday or Thursday, full payment is due at the time of making a reservation. Any cancellation requested 30 calendar days or more prior to the event date will result in a cancellation fee equal to 50% of the total paid permit fee (30 days or more from scheduled event date = 50% refund). Any cancellation requested less than 30 calendar days prior to the event date will result in a cancellation fee of 100% of the total permit fee (less than 30 days from scheduled event date = no refund). Alcohol Service Agreement fees are non-refundable.

For all reservations made for an event on Friday, Saturday, or Sunday, a non-refundable \$1,000 deposit is due at the time of reservation with full balance being due 60 days prior to the rental. In lieu of issuing refunds, we are not requiring full payment for the rental at the time of reservation to lessen the initial financial commitment from our customers. Since full payment is not due until 60 days prior to the event, no refunds will be issued for any rentals that are scheduled on Friday, Saturday, or Sunday at North Bank Park Pavilion.

All cancellations must be requested Monday through Friday, excluding all City Holidays, between the hours of 8:00am and 4:00pm. Cancellations can be requested by calling 614-645-3337, or by emailing [parkrentals@columbus.gov](mailto:parkrentals@columbus.gov). All cancellation requests must be requested by the permit holder listed on the Rental Agreement.

New rental requests and requests for additional time in association with an existing rental made less than 15 calendar days prior to the event are not guaranteed to be accommodated.

If you have any questions or concerns about the rules, cancellation policy, or require any additional information in regards to your rental, please contact the Rental Services Section by calling 614-645-3337 prior to your scheduled event.

***\*\*This Policy is Subject to Change Without Notice\*\****