

Town of Miami Lakes C&LS Refund Policy

For Pavilion, Indoor Facility, and Athletic Field Rentals

1. The Town must receive a written request for a cancellation and the following service fees apply for refunds for Pavilion, Indoor Facility, and Athletic Field Rentals:
 - If written notice of cancellation is received by the Town at least two (2) weeks in advance of the reserved date, a refund will be issued that is subject to a \$25 service fee.
 - If written notice of cancellation is received by the Town with less than two (2) weeks in advance of the reserved date, a refund will be issued that is subject to a \$50 service fee (\$25 for small pavilions).
2. Amusement administration fee is non-refundable regardless of approval or non-approval.
3. Fees will be upheld regardless of weather conditions. Severe weather conditions are exceptions. If the weather is deemed unsafe by an employee of the Town of Miami Lakes, the rental fee will be refunded upon request no later than three (3) business days after the event date. Rescheduling of the reservation will be allowed under these same conditions.

For Town Operated Programs

Refund requests must be made, in writing, seven (7) days prior to the start of the registered program date and will be subject to a \$15 service fee and any applicable program costs (i.e. uniforms, trip fees, materials, etc.). There will be no refunds when a request is submitted with less than a 7 day notice.

Requests for medical reasons (i.e. broken bone, hospitalization, etc.) will only be accepted with proper documentation

No refunds allowed once the registered program concludes.

Online E-Trak Privacy Policy

What information do we collect? We collect information from you when you register on our site, place an order, subscribe to our newsletter, respond to a survey or fill out a form. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

What do we use your information for? Any of the information we collect from you may be used in one of the following ways:

1. To personalize your experience: Your information helps us to better respond to your individual needs.
2. To improve customer service: Your information helps us to more effectively respond to your customer service requests and support needs.
3. To process transactions: Your information, whether public or private, will not be sold, exchanged,

transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

4. To send periodic emails: The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. Our Emailing system is setup so that when mass emails are sent they are sent to each email address individually so that none of the Town's customers know the email address of any other customer. Only the Town's employees can send email and then only if they are given permission to access the emailing process. Internet cart allows the Town's customers to use the software but they are severely restricted by what they can do. The customer can only access information about themselves or people that the client has listed as in their family and they cannot send any emails to anyone other than the client.

How do we protect your information? We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

1. We are an approved scanning vendor for PCI Security Standards Council through [USA.net](http://www.usa.net) which is A Perimeter E-Security Company. <http://www.perimeterusa.com/it-security-services-perimeter-e-security/top-it-security-company-perimeter-e-security/https://www.pcisecuritystandards.org/organization/info/index.php>

2. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information that is collected (credit cards, social security numbers, financials, etc.) may be kept on file indefinitely.

Do we use cookies? Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information. We use cookies to help us remember and process the items in your shopping cart and understand and save your preferences for future visits.

Do we disclose any information to outside parties? We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Children's Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Your Consent:

By using our site, you consent to our [online privacy policy](#).

Changes to our Privacy Policy:

If we decide to change our privacy policy, we will update the Privacy Policy modification date below.

Contacting Us:

If there are any questions regarding this privacy policy you may contact us using the information below.

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