

Cincinnati Parks appreciates your patience as we navigate a fluid situation as a result of the COVID19 pandemic.

**How do I qualify to get a refund?**

Refunds will only be issued if the University of Cincinnati cancels all in-person classes on campus due to COVID-19.

**How will the prorated amount be calculated?**

Your refund amount will be calculated by how many whole months left on your pass. Processing fees will not be refunded. The processing fee for a full year pass is \$14.25 & a semester is \$6.75.

**How do I request a refund?**

Refund requests must be made by e-mailing [kelly.piller@cincinnati-oh.gov](mailto:kelly.piller@cincinnati-oh.gov) or contacting Cincinnati Parks at 513-357-2604.

**How long will refunds take?**

Refunds may take anywhere from 2 to 3 months to process thru the City of Cincinnati.

**How will I get my refund? Will it go back to the form of payment I used to purchase it?**

If the request is made within 60 days of purchasing online via a credit card. Then prorated amount will go back to your credit card.

If the request is made past 60 days of purchasing, a check will be mailed to the address used when the permit was originally purchased.

**Can I still park at Burnet Woods after requesting a refund.**

By requesting a refund you are forfeiting your parking permit and may not continue to use your parking permit.



# Thank You

