



CITY OF LA CROSSE PARKING UTILITY BOARD

400 LA CROSSE ST
LA CROSSE WI 54601-3396

DRAFT

POLICY for REFUNDING HOURLY PARKING FEES

6-13-14

Parking Utility Board Approved: _____

Transient parking customers who claim to have been improperly charged hourly parking fees may be refunded those fees according to the following procedure.

- 1) No refunds for less than \$1 will be made under any circumstances.
- 2) Refunds will only be made if equipment malfunctions are confirmed to be the cause of the improper fees, and only if customers can substantiate the date, time & amount of the fees paid by submitting a receipt, credit card statement or other suitable document. No refunds will be made for improper fees suspected to be caused by vandalism, power outages, or other causes beyond the control of the Parking Utility.
- 3) Refunds will be processed by Parking Utility staff and a monthly report of refunds issued will be provided to the Parking Utility Board.
- 4) Improper fees caused by actions of Parking Utility staff during maintenance activities will be considered on a case-by-case basis, and such fees may be refunded at the discretion of the Parking Utility Manager.
- 5) Improper fees caused by actions of special event parking personnel are the responsibility of the special event parking organizers, and no such fees will be refunded by the Parking Utility.