

Privacy Policy

The City of Fenton Park and Recreation Department does not collect personally-identifying information about a user except for information that is voluntarily provided to us so that we can serve the user's needs and for legitimate registration purposes. For example, when the user completes an online registration, we need to retain certain personally-identifying information on the Site in order to respond to the registration. A user's personally-identifying information (voluntarily submitted in connection with an online registration) will be treated confidentially and will not be shared with third parties.

Refund Policy

Riverchase Facility Rentals – Meeting Rooms, Birthday Party Packages, Gymnasium, Pools:

- If renter cancels a reservation within 28 calendar days of the scheduled rental a refund of 100% will be issued.
- If a renter cancels a reservation within 14 calendar days of the schedule rental a refund of 50% will be issued.
- All cancellations must be made in writing.
- *Please note – There are risks of weather issues when renting outdoor facilities. Refunds will not be issued.**

Riverchase Memberships, Value Cards, Session Cards –

- There are no refunds on memberships, value cards or session cards.

Park Pavilions –

- If you cancel within 30 days of your rental you can reschedule or receive a credit for a future park rental to be used within 1 year (365 days) based on availability. There are no monetary refunds for park pavilions.
- *please note – there are risks of weather issues when renting outdoor facilities. refunds will not be issued.**

Athletic Field Cancellation –

- In case of inclement weather, or fields not being playable, the contract holder is required to contact the field coordinator of the City of Fenton via email within (24) hours to receive a full refund. Field coordinator email can be found at www.fentonmo.org. If contract holder does not contact field coordinator within the (24) twenty-four-hour time period, fields are deemed playable, and no refund will be issued.

Programs –

- If you are not satisfied with a class or are unable to participate for any reason, please contact us immediately in writing or email.
- After a class/program has begun, refunds will be pro-rated to program mid-point.
- After the mid-point, no refund will be given.
- Refunds are not given for memberships, value cards, flex passes, cancellation day of trip or program, or pre-purchased tickets.

Sports League Registration – Men/Women/Coed

- All request for refunds must be made in writing or email 3 weeks prior to session start date.

Security Policy

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Customer Service

For questions, please contact us at:

City of Fenton/Riverchase

990 Horan

Fenton, MO 63026

info@fentonmo.org

636-343-0067