

Pool Party Cancellation Policy (Updated 1/8/2025)

Payment must be made in full within 48 hours of approval. If payment is not received within the 48 hours, your reservation will be canceled. In the event that you need to cancel a pool party (birthday party package or rental), the Branson Parks and Recreation Department requires 1 week's notice to receive a refund. In the event of inclement weather preventing the use of the Branson AquaPlex, every effort will be made to accommodate or reschedule your event, including using indoor facilities when available. Weather decisions will be made by staff no more than 2 hours in advance of a scheduled rental. If the facility is closed, and rescheduling the event is not possible, a refund will be issued. To receive a refund, call or stop by the Branson RecPlex during regular business hours, 8:00 am–4:30 pm, Monday through Friday. You have 30 days after the cancellation of a reservation to pick up a refund. After 30 days, the refund will be forfeited and moved into the scholarship fund.