

### Private 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 48 hours, your reservation will be canceled. In the event that you need to cancel a Private Pool Party rental at the Branson AquaPlex, the Branson Parks and Recreation Department requires cancellations to be made at least 2 weeks prior to the event to receive a 100% refund. Cancellations made 1 week before the event will be eligible for a 50% refund. Please note that refund requests made within 1 week of the event will not be eligible for any refund. In the event of inclement weather preventing the use of the facility, every effort will be made to reschedule or accommodate your event. Weather decisions will be made by staff no more than two hours in advance of the rental. If rescheduling the event is not possible, a refund will be issued with staff approval. 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.