

AMERICAN STATE BANK

SPORTS COMPLEX

CANCELLATION POLICY

1. Canceling and Rescheduling.
 - a. Customers renting the space over a weekend (Friday after 5:00 PM, Saturday, or Sunday) may cancel or reschedule without penalty by notifying us at least twenty-one (21) days before their scheduled appointment or reservation time.
 - b. Customers renting the space on a weekday (Monday, Tuesday, Wednesday, Thursday, or Friday before 5:00 PM) may cancel or reschedule without penalty by notifying us at least fourteen (14) days before their scheduled appointment or reservation time.
 - c. To cancel or reschedule, please contact us at:

Phone: 712-722-6503

Email: trent.roose@dordt.edu

2. Late Cancellation. Cancellations are considered “late” when the customer does not cancel or reschedule at least twenty-one (21) days on a weekend or fourteen (14) days on a weekday prior to the scheduled appointment or reservation time. Late cancellations will result in the customer being charged a fee of 20% of the reservation fee.
3. Missed Appointments. If a customer misses their scheduled appointment or reservation without canceling or rescheduling, they will be charged 75% of the price of the scheduled service or event.
4. Booking Fees. Any booking fees or deposits charged to the customer for scheduling a reservation or an appointment will be forfeited.
5. Provider Cancellation. If, for any reason, the American State Bank Sports Complex must cancel your scheduled appointment or reservation, we will notify you as soon as possible and will work with you to reschedule or you will receive a full refund.
6. Refunds. Any refunds will be processed in the same method as the original payment.
7. Fee Waiver. We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.