

Our Rainout and Cancellation policy are below:

- **Cancellation & Refund Policy:** Requests for cancellations/rescheduling must be received in the HPARD Permits Office a minimum of fourteen (14) calendar days prior to the scheduled event. There will be no refunds granted without the proper notification of cancellation/rescheduling. Cancellation refunds are minus a 5% transaction fee. You must call 832-394-8805 or email prpermits@houstontx.gov by the next business day in order to reschedule or obtain a refund.
- **Rainout Policy:** If, due to inclement weather or lighting issues, etc., your event is not held on the permitted date, you must immediately call the HPARD Permits Office at 832-394-8805, or email prpermits@houstontx.gov, by the first workday following the event to receive credit for payment. Requests will be reviewed on an individual basis.

Please provide your Permit Number whenever contacting the HPARD Reservation's Office for refunds or cancellations.

If you experience problems at the site on the day of your event, you may contact our dispatch office at 832-395-7100.