

## **PUBLIC PARKING REFUND & CANCELLATION POLICY**

The following public parking refund & cancellation policy form a part of your public parking agreement (the "Agreement") with the member of Onni Property Management Serviced Ltd. dba Seymour Parking Management, that operates your selected parking facility ("us" or "we").

### **1. Cancellation:**

- a. Cancellations must be made at least 24 hours prior to the scheduled parking time for a refund.
- b. Cancellations made within 24 hours of the scheduled parking time may not be eligible for a refund, depending on availability and specific circumstances.
- c. To cancel a parking reservation, customer(s) must contact our customer services team via email with their booking details.

### **2. Refunds:**

- a. Refunds for cancellations made within the specified timeframe will be processed within 30 business days.
- b. Refunds will be issued to the original payment method used for booking.
- c. No-shows or failure to cancel within the designated time frame may result in forfeiture of the parking fee.
- d. Refunds will not be provided for early departures or unused portions of the parking reservation.
- e. Third Party Fees are unable to be refunded for cancellations due to their service charges and/or credit card fees accrued.

### **3. Exceptions:**

- a. In case of unforeseen circumstances such as extreme weather conditions or facility closures, refunds may be issued at the discretion of the management.
- b. Refund requests based on extenuating circumstances will be reviewed on a case-by-case basis.

By booking parking with us, customers agree to abide by the terms and conditions of our cancellation and refund policy. We reserve the right to modify or update this policy at any time.