



Stow Parks & Recreation Department

330-689-5100 Stow City Hall 3760 Darrow Road Stow, OH 44224



Trip Policy – One-Day Trips

Trip Cancellations / Refund Requests:

No refunds will be issued within seven days of the scheduled trip.

Refund requests prior to seven days are handled on a case-by-case basis.

A refund is dependent on ticket purchases, minimum registrations or other expenditures.

Many trips must purchase tickets well in advance of trips. Once you make payment/reserve your seat you have purchased a ticket. A family emergency, illness or change of plans does not constitute an automatic refund.

In the event a refund is granted, \$5 processing fee per person is applied.



Substitutes: Individuals unable to attend may find a replacement, all transactions occur between the two parties. Please notify the Parks & Recreation office of change.

No Shows: No Refunds will be issued for “No Shows” on day of trip.

Parks & Recreation Cancellation: A full refund or credit is given if a trip is cancelled by the Stow Parks & Recreation Department due to insufficient enrollment or other unforeseen circumstances.

Wait Lists: Registration is on a first-come, first served basis. When a trip is full, a waiting list will be initiated. If space becomes available we will notify individuals on the wait list in order of their registration.

A person is registered only when payment is complete.



Weather: In most cases trips will go on as planned unless the department has cancelled the trip.

Registration for Friends: If you are registering someone else for a trip, in addition to payment, you will need the following information: Name, address, and contact phone numbers of all individuals.



Trip Departure: Trips depart from Stow City Hall 3760 Darrow Road unless otherwise noted. Please park to the back of the lot, so the public will have easy access to City Hall.

All trips leave promptly as scheduled, please be on time. Failure to board the bus at the scheduled time is not cause for refund. Please be aware of all time appointments.

Return times are approximate; please be flexible in your arrangements.

Trip Changes: Trips are scheduled in advance; on occasion tour dates, times and itineraries may need to change. Please take note of any updated information during registration.