Cranberry Public Library

Policy Number: 170
Policy Name: LIBRARY REFUNDS POLICY
Effective Date: 11/09/2022
Revision Date:

Refunds on Lost & Paid Items

Lost Cranberry Public Library items that are paid for and then returned in good condition are eligible for a full refund within 30 days of payment. Good condition is defined as the physical state that allows the item to successfully be returned to the library's collection for circulation. Good condition is determined by library staff.

Refunds for items owned by other libraries within the Butler County Federated Library System (*not Cranberry owned items*) may be subject to different policies. Patrons should contact the specific owning library for information on their refund policy.

Out-of-county interlibrary loans are exempt from a refund.

Donation Refunds

- Monetary donations to the library are not eligible for a refund.

- Pledge donations can be canceled at any time, but pledge payments that have already been received will not be refunded.

Program/Class Refund Policy (See also: 165 Programming Policy)

Many library programs are free, but the library does reserve the right to charge a fee for programs/classes to cover presenter and material costs or when a program is designated as a library fundraiser. Programs that require fees will be advertised as such in advance. (See: 165 Programming Policy)

- Refunds will not be granted for patron cancelations on programs made less than 48 hours prior to the program.

- Individuals who fail to show up for a paid program do not qualify for a refund.

- The library will refund payments for programs that are canceled by the library for any reason.

Meeting Room Rental Refunds (See also: 130 Facility & Meeting Room Use Policy)

- Full refunds will be issued if an event is canceled 30 days prior to the date reserved.

- Refunds will not be granted for cancelations less than 30 days prior to the date reserved.

- CPL reserves the right to cancel a room reservation at any time and for any reason. A full refund will be issued if this were to occur.