



# CSU CHANNEL ISLANDS POLICE DEPARTMENT

## TRANSPORTATION & PARKING SERVICES

### PARKING REFUND PROCESS – COVID-19

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**UPDATED 3/23/20**

We know there are many questions about how to request parking permit refunds as classes are transitioned to virtual instruction and the University increases social distancing policies in response to the COVID-19 pandemic. Transportation and Parking Services (TPS) will process all refund requests in accordance with our published refund policy. Refund amounts for student commuter and student housing permits will be based on proration in each category by date of refund. Please see proration schedule at [https://www.csuci.edu/publicsafety/parking/Parking\\_Fee.htm](https://www.csuci.edu/publicsafety/parking/Parking_Fee.htm)

To qualify for a refund, your physical permit must be returned to TPS by mail along with your completed refund application. We have included a modified refund application in this document for your convenience. While not everyone will request a refund, anyone who does **WILL BE REQUIRED** to return their permits and application **BY MAIL ONLY** as our lobby is closed until further notice to promote social distancing. Permits received by mail will use the postmarked date as the proration date. We recommended you mail all permits and refund applications via certified mail with a return receipt, as TPS cannot refund permits until they are physically received.

Please keep in mind that permits will continue to be required anytime your vehicle is parked on campus. If you plan on coming to the campus for any reason after returning your permit you must either purchase a daily permit or purchase a new permit.

Please mail completed applications and permits to:

**CSUCI Transportation & Parking Services**  
**Attention: REFUNDS**  
**1 University Drive**  
**Camarillo, CA 93012**

We appreciate your patience while we work to process refund requests. Information on how refunds will be processed, and estimated refund processing times are listed below by permit category.

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### **Commuter Student & Student Housing Permit Refunds**

- If your original purchase was made via cash or check at TPS, a refund check will be processed within 8-12 weeks of receiving your permit and application.
- If your original purchase was made online via CashNet or in person via credit card at TPS, your refund will be processed to the original purchase credit card or bank account within 7-10 business days of receiving your permit and application.

### **Faculty Semester/Academic Year**

- If you are enrolled in payroll deduction and we receive your permit and refund application prior to the 15<sup>th</sup> of the month, deductions will be stopped on your next paycheck.
- If your original purchase was made via cash or check at TPS, a refund check will be processed within 8-12 weeks of receiving your permit and application.
- If your original purchase was made online via CashNet or in person via credit card at TPS, your refund will be processed to the original purchase credit card or bank account within 7-10 business days of receiving your permit and application.

### **Staff and Faculty Annual**

- All staff & faculty enrolled in payroll deduction who turn in their permit and refund application prior to the 15<sup>th</sup> of the month will have deductions stopped on their next paycheck.
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If you have any questions regarding parking permit refunds or how to complete the below application please contact [parking@csuci.edu](mailto:parking@csuci.edu) or call 805-437-8430.

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### COVID-19 Permit Refund Application

Semester \_\_\_\_\_ Year \_\_\_\_\_ Date \_\_\_\_\_

Type of Refund	<input type="checkbox"/> Parking Permit # _____
Method of Payment	<input type="checkbox"/> Credit Card <input type="checkbox"/> Check/MO/eCheck <input type="checkbox"/> Cash

Student ID Number

Last Name

First Name

Address

City State Zip Code

Telephone Number  Home  Cell Work Number Extension

Signature \_\_\_\_\_ Date \_\_\_\_\_

**TPS OFFICE USE ONLY** (Please do not write below this line)

Permit Refund	Account	Fund	Department	Program	Project	Refund Amount
	5 0 4 8 0	T G 9 0 1	9 6 0 3 0 1	0 0 0 0 0	0 0 0 0 0	\$ _____

Requested by: \_\_\_\_\_  
Print Name Signature Date

**ACCOUNTING OFFICE USE**

Check Number \_\_\_\_\_ M M D D Y Y \$ \_\_\_\_\_ Check Total

Approved by: \_\_\_\_\_  
Print Name Signature Date

### IMPORTANT INFORMATION

Refunds will be made within eight to twelve weeks after the application is received.  
 Credit card payments will be credited back to the original purchase card.

### REFUNDS

Semester Permits

Refunds after the start of the semester are prorated accordingly: 1) 1-30 days, 75%; 2) 31 - 60 days, 50%; 3) 61 - 90 days, 25%; and none thereafter. The parking permit must be returned with the application for refund.