



# CITY OF DRIPPING SPRINGS

PHYSICAL: 511 Mercer Street • MAILING: PO Box 384 • Dripping Springs, TX 78620

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## Refund Policy

The City of Dripping Springs requires written request for refunds of fees paid if:

- a. an over payment has been made;
- b. a discrepancy of fees has been invoiced and receipted;
- c. and if an applicant for any type of permit application has paid and permit plan review has not commenced.

If fees have been paid for any permit application and permit plan review has commenced by City Staff, refund requests shall be forwarded to City Council for consideration.

Written request may be submitted via email to City Treasurer, Gina Gillis [ggillis@cityofdrippingsprings.com](mailto:ggillis@cityofdrippingsprings.com) with a full account of details regarding the refund request, such as:

- a. Type of permit applied for and the department responsible for the permit
- b. Amount paid
- c. Amount of refund requested
- d. Reason of refund request
- e. Payee name for refund
- f. Mailing Information

Refund requests shall only be accepted from the individual or company who paid the fees.

If refund request is for a credit card payment, the City of Dripping Springs is not required to refund the processing fee in association with fees paid.

## Privacy Policy

The City requests information from individuals/applicants whom pay for permit fees. To pay fees to the City, applicants must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to pay for permit fees only. If we have trouble processing an order, we'll use this information to contact you.

*Gateway to the Hill Country*