

## Public Statement from Mayor Leonard Casley

I would like to reiterate that the Village of New Denver sends our most sincere apologies to those who were affected by the extended delay in receiving refunds for cancelled campground bookings at the Village's Centennial Campground this past summer. The Village also feels this is unacceptable from the booking company and payment processors.

Our staff immediately addressed it with the booking company and the payment processing corporation. In addition, staff notified our financial institution as well. It is very disappointing that this took so much longer than expected and longer than it should have. The refund process, however, was not within our control.

When the refunds weren't corrected after an unreasonable amount of time, leaving campground users frustrated and angry, Village staff decided to act in good faith and provide refunds using Village of New Denver funds. This is a step the Village is willing to take in order to correct this error and unacceptable delay.

Again, we express our sincerest apologies.