



Credit-Debit Card Acceptance Policy

The Library will accept a credit or debit card as a form of payment for transactions of \$5.00 or more. Payment via credit/debit card can be made in person at the Customer Service Desk. You may also pay for lost/damaged item fees only using your library patron account.

The third-party vendor (*Square, Inc.*) is utilized to process the credit/debit card transactions completed in the Library. The Library requires full payment of the transaction when a patron uses credit/debit for payment. Examples of eligible transactions include, but are not limited to, payment of Library-sponsored trips, program fees, and the purchase of attraction tickets or items for sale at the Library such as reusable water bottles and other items.

The Library accepts Visa, Master Card, Discover, and American Express.

The Library reserves the right to refuse service or cancel transactions at any time if fraud or an unauthorized or illegal transaction is suspected. The Library reserves the right to request government issued photo identification to verify the cardholder.

Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the Library.

In the event that a credit/debit card payment is unable to be processed, the Library may hold the patron responsible to provide payment via cash, check or U.S. Money Order for the full amount due plus any fees incurred by the Library.

Some Library programs are designated as non-refundable. Refunds will not be made for those programs or trips. Ticket sales and sold items are non-refundable. When a fee for a lost/damaged item was received and a refund is necessary, the refund must be credited back to the account that was initially charged. Refunds will not be given after thirty (30) days of receipt of payment. Refunds may take up to 14 days to process as per *Square, Inc.*

The Library will not:

- Accept payment cards for cash advances or cash back
- Discount fines or fees based on the method of payment
- Add a surcharge or additional fee to card transaction
- Refund in excess of original amount
- Accept payments over the phone, via email, or chat services
- Accept split-tender transactions using two or more forms of payment

As part of our commitment to sustainability, the patron will receive a paperless receipt by entering a valid email address during the transaction. A paper receipt will only be provided by staff upon request of the patron.

In the event that the Library is notified of a dispute, the Business Office will investigate the transaction and respond as necessary.

By processing, the cardholder agrees to accept and assume all risks and responsibilities for any losses or damages that may arise from the use of this payment service and releases the Library from all liability.