

**Title:** Planning Division Refund Policy  
**Approved by:** Lisa Anderson-Ogilvie, Planning Administrator  
**Effective date:** Immediately  
**Contact Name:** Olivia Dias, Current Planning Manager  
**Contact Number:** 503-540-2343  
**Contact Email:** [odias@cityofsalem.net](mailto:odias@cityofsalem.net)

## 1. Purpose

The purpose of this policy is to establish the rules for refunds for Planning Division fees. This policy describes how a refund can be requested, when a refund, full or partial, will be provided and how the refund will be provided.

## 2. Refunds

### Requesting a Refund

A refund may be requested from the Planning Division, concurrent with an application withdrawal, when such request is provided in writing. The request must state that a refund is being requested, provide the application number or AMANDA number, and be signed by the applicant, their representative or the person/entity that paid for the application.

Refunds requested for expired applications must be submitted within 30 days of the application expiration date or they will be forfeited.

### Determining Refund Amount

#### *Full Refund*

A full refund shall only be provided in the following circumstances:

- No work has commenced on the application; and/or
- The request has been made within one week from submittal; and/or
- The application was submitted based on faulty information provided by the Planning Division; and
- The application is no longer deemed necessary.

*Partial Refund*

A partial refund shall only be provided in the following circumstances:

- A decision or permit has not been issued; and
- The application is withdrawn at the applicant's request.

Determining the *partial refund*:

Fee Components		Refundable/ Non-Refundable	Limitations
<b>Base Fee</b>	Land Use Applications	Refundable	Non-refundable if the decision has been issued. Otherwise, only the amount of the Base Fee that remains after the staff fee* and copying costs have been subtracted may be refunded
	Sign Permits	Refundable	Non-refundable if the permit has been issued. Otherwise, only the amount of the Base Fee that remains after the staff fee*
	Liberty Banner Poles or Parkade Banner Signs	Refundable	Prior to 3 months of the first day of installation
	Inspection Fee	Non-Refundable	Non-refundable if the inspection has been completed
<b>Automation Fee</b>		Non-Refundable	

\* Staff fee = hours spent working on the application X hourly burdened rate

### 3. Method of Refund

Refunds shall be provided in the following manner:

It is the City's preference that refunds be transferred to other land use applications or permits. Otherwise, the refund will be refunded back to the credit card or provided by check.