

Refund Policy for Payments made through Athens-Clarke County Community Portal

This policy outlines the conditions and process for requesting refunds on payments made through the Athens-Clarke County Community Portal. All refund requests are subject to review and approval by ACCGov staff.

If you have questions about the fees for your submittal, please reach out to staff at planning@accgov.com prior to submitting payment through the portal. You may also reach a staff member by calling (706) 613-3515.

Refund Process

Refunds must be requested within 60 days of the original transaction date.

To request a refund, please email planning@accgov.com with the following information:

- Put in the subject line: Portal Payment Refund Request
- Date of transaction
- Dollar amount paid
- Reference Number of Record
- Method of Payment
- Last 4 numbers of Card Used

Refund requests will be reviewed within three business days of receipt of your request. You will be notified by email when your refund request has processed. Refunds may take up to two weeks to appear on the original payment method.

Refund requests made outside of this process will result in delays on active submittals associated with your account. If you have any questions about the process, please reach out to planning@accgov.com or call (706) 613-3515.