

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Adoption of Resolution No. 423 - Repealing Resolution No. 394 Recreation Program Refund Policies and Procedures and Replacing with New Refund Policies and Procedures
DEPARTMENT:	Parks, Recreation, and Cultural Services
PRESENTED BY:	Mary Reidy, Recreation Superintendent
ACTION:	<input type="checkbox"/> Ordinance <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Motion <input type="checkbox"/> Discussion <input type="checkbox"/> Public Hearing

PROBLEM/ISSUE STATEMENT:

On October 3, 2016, via Resolution No. 394, the City Council adopted a Recreation Program Refund Policy and Procedures so as to outline under what circumstances and through what process refunds for programs will be given. The Parks, Recreational, and Cultural Services (PRCS) Department has determined that modifications to the adopted Recreation Program Refund Policy and Procedures are necessary. Proposed Resolution No. 423 would repeal Resolution No. 394 and put in place an updated Refund Policy and Procedure based on recent experiences with implementing the Recreation Program Refund Policy and Procedures. The Council discussed the proposed Resolution No. 423 at its January 29, 2018 meeting and directed staff to bring back the proposed resolution for adoption.

RESOURCE/FINANCIAL IMPACT:

Proposed Resolution No. 423 does not have a financial impact to the City. PRCS revenue projections accounts for a certain amount of refunds. It is not anticipated that the new policy will result in a change in the number or amount of refunds granted.

RECOMMENDATION

Staff recommends that the City Council adopt Resolution No. 423.

Approved By: City Manager **DT**

City Attorney **MK**

BACKGROUND

Prior to the adoption of Resolution No. 394 in 2016, the Parks, Recreation and Cultural Services (PRCS) Department did not have a refund policy, but rather a broad refund philosophy which allowed for differing interpretations and potentially inconsistent application of how refunds were administered. In an effort to formalize the PRCS Department's financial management and monitoring around refunds, as well as standardize customer service, the Recreation Program Refund Policy and Procedures was developed. PRCS staff have been using the Recreation Program Refund Policy and Procedures to guide its approval and distribution of refunds since October 2016.

The PRCS Department has subsequently determined that modifications to the adopted Recreation Program Refund Policy and Procedures are necessary. Proposed Resolution No. 423 (Attachment A) would repeal Resolution No. 394 and put in place an updated Refund Policy and Procedure based on recent experiences with implementing the Recreation Program Refund Policy and Procedures.

The Council discussed the proposed Resolution No. 423 at its January 29, 2018 meeting and directed staff to bring back the proposed resolution for adoption. The staff report for the January 29th Council discussion can be found at the following link: <http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2018/staffreport012918-8a.pdf>. As noted in the staff report for the January 29th discussion, the Parks, Recreation and Cultural Services Board unanimously recommended approval of the proposed changes at its December 7, 2017 meeting.

DISCUSSION

As discussion on January 29th, the purpose of the proposed Recreation Program Refund Policy and Procedures is to describe under what circumstances refunds will be awarded and describe the necessary steps to refund payment for services and use of facilities. The policy addresses several types of reasons customers request refunds, including cancellation of events, programs, or classes by the City; weather-related cancelations; customer decisions to withdraw from a class; refund of a damage deposit; and refunds for facility rental cancellation outside of renter control; among other issues. The policy also defines how much of a refund the customer is entitled to, based on when the cancellation request is made or when notice is given for withdrawal from a class or program, and describes the mechanism by which a refund will be made.

The three primary changes are to the policy and procedures are:

1. More detailed Section 5.3.7 - Camp Shoreline
2. New Section 5.3.9 - Park and Open Space Non-Exclusive Use Permit
3. New Section 5.3.10 - Concession Permit

More detailed Section 5.3.7 - Camp Shoreline

The current Refund Policy for Day Camp Cancellation allows for a full refund if a request is made at least three days prior to the beginning of the weekly camp session. No refunds are allowed less than three days prior to camp. This allows parents to register kids for camps as early as March and wait until just before camp in June July or August to decide if they actually want to use that camp slot. In 2017, City staff

performed over 1,000 Camp Shoreline registration refunds and transfers. Most of these changes were within the five days prior to the camp start date which required staff to scramble to move people off waitlists during our busiest time of year.

The proposed Policy allows for full refunds up until the first Monday in June. After the first Monday in June, refunds will still be allowed up until seven days prior to the first day of camp, but a \$50.00 administrative fee will be withheld. No refunds will be approved less than seven days prior to the first day of camp.

The changes proposed are an attempt to minimize patrons using the system to 'reserve' spots without consequence and then make multiple changes directly prior to the program start date.

New Section 5.3.9 - Park and Open Space Non-Exclusive Use Permit

The 2016 Refund Policy did not include any language regarding Park and Open Space Non-Exclusive Use Permits. This proposal allows for refunds up to seven days prior to the start date of the permit, a 50% refund between seven and one day, and no refund for cancellations by the permittee less than one day prior to the start date of the permit.

New Section 5.3.10 - Concession Permit

Concession Permits are included in this updated policy and procedure to be clear that no refunds are allowed for concession permits.

RESOURCE/FINANCIAL IMPACT

Proposed Resolution No. 423 does not have a financial impact to the City. PRCS revenue projections accounts for a certain amount of refunds. It is not anticipated that the new policy will result in a change in the number or amount of refunds granted.

RECOMMENDATION

Staff recommends that the City Council adopt Resolution No. 423.

ATTACHMENTS

Attachment A: Proposed Resolution No. 423, including Exhibit A

RESOLUTION NO. 423

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SHORELINE, WASHINGTON, REPEALING RESOLUTION 394 THAT ADOPTED A RECREATION PROGRAM REFUND POLICY AND PROCEDURES IN ITS ENTIRETY AND ADOPTING A NEW RECREATION PROGRAM REFUND POLICY AND PROCEDURES.

WHEREAS, on October 3, 2016, via Resolution No. 394, the City Council adopted a Recreation Program Refund Policy and Procedures so as to outline under what circumstances and through what process refunds for programs will be given; and

WHEREAS, the Parks, Recreational, and Cultural Services Department has determined that modifications to the adopted Recreation Program Refund Policy and Procedures are necessary that would best be facilitated by replacement of the document in its entirety; and

WHEREAS, the City of Shoreline Parks Board considered the new Recreation Program Refund Policy and Procedures at its December 7, 2017 meeting and recommended adoption of the new Recreation Refund Program Policy and Procedures;

WHEREAS, the City Council considered the new Recreation Program Refund Policy and Procedures at its January 22, 2018 regular meeting and accepts the Department's and Parks Board's recommended Recreation Program Refund Policy and Procedures;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SHORELINE, WASHINGTON, HEREBY RESOLVES:

Section 1. Repeal of Resolution No. 394. Resolution No. 394, adopted on October 3, 2016, is repealed in its entirety.

Section 2. Adoption of Recreation Program Refund Policy and Procedures. The City Council hereby adopts those policies and procedures set forth in the "Recreation Program Refund Policy and Procedures" attached as Exhibit A.

Section 3. Effective Date. This Resolution shall take effect and be in full force immediately upon passage by the City Council.

ADOPTED BY THE CITY COUNCIL ON FEBRUARY 26, 2018.

Mayor Will Hall

ATTEST:

Jessica Simulcik Smith
City Clerk

Shoreline Policy and Procedure

Recreation Program Refund Policy and Procedures

Category and Number: 7.161003	Receiving Number: To be determined
Code and statutory authority: Resolution No. 423	Authorized: Effective Date: By:
Supersedes: 8623	

1.0 PURPOSE

The purpose of this Recreation Program Refund Policy and Procedures is to describe under what circumstances refunds will be awarded and describe the necessary steps to refund payment for services and use of facilities.

2.0 DEFINITIONS

- 2.1 Cancellation** – City notification of class, camp, program or event being cancelled.
- 2.2 Security**
- 2.3 Deposit** – Any payment received in addition to the facility rental fee required to compensate for damage to City facilities incurred during the rental period, not adhering to rental permit conditions or requiring extra on-site staff time
- 2.4 Late Payment** – Payments received or owed after the deadline set by the rental agreement, or as otherwise noted in Facility Rental Policy and Procedures.
- 2.5 League** - Organized on-going rental with scheduled games.
- 2.6 Pass** – A purchased amount of time that allows for entrance to specified drop-in activities.
- 2.7 Point of Sale Item** – Any product sold for purchase that is not a program or service.
- 2.8 PRCS Director** – The Director of the City of Shoreline Parks, Recreation and Cultural Services Department.
- 2.9 Refund** - Any money once received by City of Shoreline and then returned to a customer per this policy.
- 2.10 Registration** – The process by which the rental of a facility is secured including receipt of full payment and confirmation of completed Rental Use Permit or the process of paying for and receiving confirmation of acceptance to participate in a class, trip/workshop or special event by the City of Shoreline.
- 2.11 Rental Use Permit** – Signed agreement governing the use of City of Shoreline facilities, including both indoor and outdoor spaces.
- 2.12 Renter** – Person(s) or party on the signature line of a Rental Use Permit who is legally obligated to terms and conditions of agreement.
- 2.13 Course** – A class or specialty camp (not Camp Shoreline).

3.0 REFERENCES AND FORMS

- 3.1 Facilities Rental Policies and Procedures
- 3.2 Code of Conduct for Use of City Facilities

4.0 DEPARTMENTS AFFECTED

- 4.1 Parks, Recreation and Cultural Services Department
- 4.2 Administrative Services Department

5.0 PROCESS

- 5.1 **Refund Due to City Cancellation.** Classes, camps, programs, trips or workshops/special events cancelled by the City of Shoreline will result in a 100% Refund of the program fee paid.
- 5.2 **Cancellation Due to Weather.** Refunds will not be issued for reasons of inclement weather, unless it results in the closure of the City facility hosting the event during the time of session or rental.
- 5.3 **Refund Request Deadlines.**
 - 5.3.1 **Course fee first day.** Program fees may be refunded in full for any reason after the first day of class, as long as the refund is requested prior to the second day of class. Aquatics programs requests must be made through the pool registration desk. All other recreation program requests must be made at the Spartan Recreation Center registration desk.
 - 5.3.2 **Course fee second day.** After the second day of class, but prior to the third, requested refunds will be pro-rated per the registration fee paid and the total number of classes.
 - 5.3.3 **Course fee third day.** Refunds will not be issued after the third day of class, unless an exception is granted. Exception requests are to be submitted per 5.9 of this policy. The City has sole discretion to decide whether or not to grant this exception.
 - 5.3.4 **One Day Class.** Refunds may be issued if requested at least three (3) calendar days prior to (not including) the event date.
 - 5.3.5 **Point of sale admissions.** Refund requests must be made in writing and submitted to the registration desk prior to leaving the facility on the day of use. All requests are at the discretion of the PRCS Director.
 - 5.3.6 **Single Trips:** Refunds may be issued if requested at least seven (7) calendar days prior to (not including) event date.

5.3.7 Camp Shoreline camps

- 5.3.7.1** Full_refunds will be given until the close of business on the first Monday in June.
- 5.3.7.2** Refunds requested after COB the first Monday in June, but prior to 7 days before (but not including) the first day of camp, will be subject to an administration fee for each weekly camper registration.
- 5.3.7.3** No refunds will be given less than seven (7) days (not including) the first day of camp.
- 5.3.7.4** If transferring from one Camp Shoreline Day Camp into another the administration fee will be waived during the transfer. The transfer must be made at the same time as the cancellation.
- 5.3.7.5** Transfer can only be made into a camp that has an available spot.

5.3.8 Facility rental cancellation. Rentals cancelled by the Renter seven (7) or more calendar days before the event will be refunded in full. Rentals cancelled by the Renter less than seven (7) days, but before 24 hours prior to the date/time of reservation, will be issued a 50% refund of the fees already collected or \$50, whichever is less. Reservations cancelled 24 hours or less prior to the rental will not receive a refund. Any Security Deposit received associated with this rental will be 100% refunded.

5.3.9 Park and Open Space Non-Exclusive Use Permit. Permits cancelled by the Renter seven (7) or more calendar days before the event will be refunded in full. Permits cancelled by the Permittee less than seven (7) days, but before 24 hours prior to the date/time of reservation, will be issued a 50% refund of the fees already collected or \$50, whichever is less. Reservations cancelled 24 hours or less prior to the rental will not receive a refund. Any Security Deposit received associated with this permit will be 100% refunded.

5.3.10 Concession Permit. Concession Permits are non-refundable.

5.4 Waitlist and Pro-rated Refunds.

5.4.1 Waitlist refunds. For those that are on a class waitlist that attend after the start date, requests for refund shall be treated as if the first day of attendance is the first day of class.

5.4.2 Pro-rated refunds. Class fee refunds will not be pro-rated when registering after the start date except for those entering from the waitlist.

5.5 Refund of Security Deposits. The City will inspect the permitted area in the Rental Use Permit after usage to determine if any damage occurred. If damage occurred, the City will assess a cost to fix the damage and retain that amount from the Security

Deposit. Security Deposit may also be retained if all conditions of the permit are not adhered to or extra on-site staff time is required. Any remainder of the Security Deposit will be refunded. Should no damage occur, all conditions of the permit are met and extra staff time is not required then 100% of Security Deposit will be refunded

- 5.6 Facility Rental Cancellation Outside of Renter Control.** The City may, at its sole discretion, cancel a rental anytime due to an emergency, severe weather which merits either School District or City facility closures, power outage, or situations that may result in facility damage or personal injury as determined by the PRCS Director. In such instances, the Renter will be entitled to a 100% refund. If a field is deemed unusable by City staff on the day of the rental, a credit will be issued to the Renter's account. If a field is deemed unusable on the day of rental by a League official, the Renter must notify the City in writing so that the City receives such notice within five (5) calendar days of event cancellation in order to have a credit issued on their account.
- 5.7 No Pro-Rated Pass Refunds.** All passes are for the specified amount of time from purchase date. Pro-rated refunds are not permitted for unused portion of purchased time.
- 5.8 Refund for Defective Products.** Point of Sale Items may be returned for a full refund within one week of purchase if product has a manufacturing defect.
- 5.9 Exceptions.** Requested exceptions from this policy may be submitted on the Refund Request Waiver Form to the Recreation Superintendent and require approval by the PRCS Director.
- 5.10 10 Punch Passes** expire on December 31st of the calendar year purchased with the remaining punches value refunded.
- 5.11 Registrations associated with special events** are non-refundable.

6.0 PROCEDURE AND METHOD FOR ISSUING REFUNDS

- 6.1** Debit/credit card payments will be refunded to the debit/credit account from which the payment was made if within 120 days of the original purchase date. If past 120 days a check will be issued within six (6) weeks or refund request.
- 6.2** If paid in cash or check, the City of Shoreline will issue, remit and mail a refund check within six (6) weeks to the customer who made payment.
- 6.3** No cash refunds will be made.

- 6.4** Any standing credit on accounts will be refunded after six (6) months by a City of Shoreline issued check.
- 6.5** Security Deposits may be refunded in full or part after completion of the activity and assessed by City staff for damage, breach of permit or staffing requirements.. Rentals paid via credit card shall be refunded with a credit to the Renter's card. If paid by cash or check, the City of Shoreline Finance Department will issue, remit, and mail a refund check to Renters within six (6) weeks. No cash refunds will be made.
- 6.6** Fees paid through scholarship funds are not refunded in cash. They are reassigned to account per City of Shoreline Scholarship Policy.
- 6.7** Any payment made via State of Washington Department of Social and Health Services (DSHS) shall not be refunded to an individual but rather will be taken off prior to billing balance sent to State quarterly.