



Administrative Policy and Procedure City of Prosser, Washington

SUBJECT: Parks and Recreation Fees		
	Policy No. REC.001	Pages:
Effective Date: 7/12/2018		
Developed By: Kathya Martinez	Department Head Approval:	City Administrator Approval:

OVERVIEW

1. PURPOSE.

The purpose of this section is to ensure uniform performance of the program and to ensure compliance with state law.

2. REFERENCES.

PMC 20.20.030

3. CITY RESPONSIBILITIES

- 3.1 The city administrator under the direction of the mayor is authorized to establish a refund fee for recreation fees. Such fee may be charged to users requesting a refund. Such fee may be nothing to the full amount of the fee.
- 3.2 The city administrator under the direction of the mayor is authorized to establish policies and procedures regarding late registrations for recreation programs, including but not limited to establishing late registration fees.
- 3.3 The city administrator under the direction of the mayor is authorized to establish policies and procedures regarding recreation programs.
- 3.4 If there is not a Council-adopted fee for a program or use of a facility, then city administrator under the direction of the Mayor is authorized to establish fees for programs and enter into rental agreements for recreation facilities with an overall goal of recovering the city's direct cost for providing recreation programs or the facility.
- 3.5 The mayor is authorized to establish policies and procedures to waive fees for low-income applicants and for non-profit or charitable organizations for recreations programs and facility rentals.

4. PARK REFUNDS

4.1 Refunds must be requested in writing at least 2 days before the reservation or rental date. Refunds will be granted provided the City has not expended funds or staff time on the reservation or rental. Refunds are assessed a \$10.00 processing fee per reservation or rental. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council. Exceptions may be submitted to the City Administrator for consideration.

5. RECREATION REFUNDS

5.1 General Recreation Activities Fee Refunds. Any recreational program organized or operated by the City of Prosser for the community, not including the activities and programs offered by the Prosser Aquatic Center.

5.1.1 General Recreation Activities. Refunds must be requested in writing five (5) business days before the activity begins. No refunds will be allowed once the program begins. Refunds will be granted provided the request does not reduce the participation level below the required minimum. Refunds are assessed a \$10.00 processing fee per participant. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council. Refunds will not be granted for any program cancelled due to inclement weather or circumstances beyond the City of Prosser's control. The City of Prosser will offer make up times on a case by case basis.

5.2 Prosser Aquatic Center Fee Refunds. Fees paid by patrons for admission to the Prosser Aquatic Center (PAC) for daily admissions, punch cards, season passes, swim lessons, and rentals. The City of Prosser maintains a no cash refund policy for the PAC for daily admissions only. Coupons will be issued for inclement weather, contamination, equipment failure, or inappropriate swim attire.

5.2.1 Prosser Aquatic Center Daily Admissions and Punch Cards Refunds

5.2.1.1 Inclement Weather, Equipment/Mechanical Failure, or Contamination. In the event the PAC is closed due to inclement weather, equipment/mechanical failure, or contamination as determined by Policy (REC.002), patrons will be issued a coupon which will enable them to enter the PAC one (1) time free of charge unless the unexpected closure of facility occurs with one (1) hour or less remaining of the standard hours of operation. Such coupons must be obtained prior to leaving the facility.

5.2.1.2 Inappropriate Swim Attire. In the event PAC Staff deny a patron access to the recreation and lap pool due to inappropriate swim attire after a patron has paid daily admission, PAC Staff will provide a patron with a stamp to re-enter the facility the same day or patrons will be issued a coupon which will enable them to enter the PAC one (1) time free of charge.

5.2.1.3 Violation of Prosser Aquatic Center Rules. No refunds or coupons will be given for individuals or groups who are asked to leave the PAC for violation of the facility rules.

5.2.2 Prosser Aquatic Center Season Passes Refunds

5.2.2.1 Individual/Group Season Passes Before Prosser Aquatic Center Opening. Refunds must be requested in writing five (5) days prior to the opening of the PAC for the season. Refunds for individual/group passes purchased will be assessed a \$10.00 processing fee. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council. Passes may be transferred to another individual prior to the opening of the PAC for the season for a processing fee of \$10.00. All issued season pass cards must be surrendered at the time of request for refund or season pass transfer.

5.2.2.2 Individual/Group Season Passes After Prosser Aquatic Center Opening. Upon the opening of the PAC for the season, any individual or group passes purchased become non-refundable and non-transferrable, as indicated on the Season Pass Registration Form.

5.2.2.3 Swim Team Member Registration. The \$40 swim team member registration will be refunded upon written request during the first week of swim team practices. The individual/group season pass is nonrefundable. Refunds will not be provided if a written request is received after the first week of swim team practice. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council.

5.2.2.4 Upgrade. As an alternate to refund, customers can request that current swim team passes or individual season passes be converted to the requested individual pass or family pass (depending on customer request). In these cases the customer will be credited for the amount paid and applied to the cost of the new pass. For instance, a swim team pass is \$40, if a resident customer would like upgrade that pass to youth season pass at a cost of \$85, then the customer would be responsible for an additional payment of \$45 (the difference between the two pass fees).

5.2.3 Prosser Aquatic Center Swim Lessons Refunds

5.2.3.1 Refunds must be requested in writing five (5) business days before the activity begins. No refunds will be allowed once the program begins. Refunds are assessed a \$10.00 processing fee per participant. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council. Refunds will not be granted for any program cancelled due to inclement weather or circumstances beyond the City of Prosser's control. The City of Prosser will offer make up times on a case by case basis.

5.2.4 Prosser Aquatic Center Rentals Refunds

5.2.4.1 Picnic Table and Grill. No refunds will be given for individuals or groups who are asked to leave the PAC for violation of the facility rules. Upon the event the PAC is closed due to inclement weather, contamination or equipment failure, as determined by Policy (REC.002), coupons will be issued for picnic table and grill rentals as follows:

5.2.4.1.1 Hourly Rate. Hourly picnic table and grill rentals will be issued a coupon for a one (1) time free hourly rental if PAC closure occurs within half (1/2) hour of rental time. Requests for a rescheduled reservation must be submitted prior to leaving the PAC facility.

5.2.4.1.2 All Day. All day rentals will be issued a coupon for the time remaining unless closure of facility occurs with one (1) hour or less of rental time remaining. Requests for a rescheduled reservation must be submitted prior to leaving the PAC facility.

5.2.4.2 Pavilion.

5.2.4.2.1 No refunds will be given for individuals or groups who are asked to leave the PAC for violation of the facility rules.

5.2.4.2.2 For patron initiated cancellations, refunds will be provided if written refund request is received within twenty four (24) hours of scheduled rental time. Refunds will be assessed a \$10 processing fee. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council.

5.2.4.2.3 Upon the event the PAC is closed due to inclement weather, contamination or equipment failure, as determined by Policy (REC.002), PAC Staff will assist rental parties in either rescheduling the reservation or the customer can request a refund of rental fees. In this case because the closure was not the fault of the renter, if a refund is requested, it will not be subject to the \$10 administrative fee.

5.2.4.2.4 Pavilion rentals will be rescheduled by PAC Staff for time remaining upon the closure of the PAC, unless closure of facility occurs with one (1) hour or less remaining of rental time. Requests for a rescheduled reservation must be submitted prior to leaving the PAC facility.

5.2.4.3 Party Rate. No refunds will be given for individuals or groups who are asked to leave the PAC for violation of the facility rules. Upon the closure of the PAC due to inclement weather, contamination or equipment failure, as determined by Policy (REC.002), PAC staff will assist rental parties in rescheduling rental for the time remaining upon the closure of the PAC, unless closure of facility occurs with one (1) hour or less remaining of rental time. Requests for a rescheduled reservation must be submitted prior to leaving the PAC facility. For patron initiated cancellations, refunds will be provided if written refund request is received within twenty four (24) hours of scheduled rental time. Refunds will be assessed a \$10 processing fee. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council.

5.2.4.4 Pool Rental. No refunds will be given for individuals or groups who are asked to leave the PAC for violation of the facility rules. Upon the closure of the PAC due to inclement weather or equipment failure, as determined by Policy (REC.002), PAC staff will assist rental parties in rescheduling rental for the time remaining upon the closure of the PAC, unless closure of facility occurs with one (1) hour or less remaining of rental time. Requests for a rescheduled reservation must be submitted prior to leaving the PAC facility. For patron initiated cancellations, refunds will be

provided if written refund request is received within twenty four (24) hours of scheduled rental time. Refunds will be assessed a \$10 processing fee. Refunds/credits are issued and mailed upon receipt of request and upon the approval of the City of Prosser City Council.

6. LATE REGISTRATION

- 6.1** At least one week prior to the scheduled recreation program, a late fee will be added to the registration fee for the remaining participant slots. This late fee is \$10 but may vary depending on program.
- 6.2** Late fees will not apply to registrants who are placed on waiting list, provided that the registrant requested to be placed on the waiting list prior to the assignment of late fees.

7. ESTABLISHING RECREATION FEES

- 7.1** Please see the adopted fee schedule for a list of the current program fees.
- 7.2** For programs which do not have established fees, the following items will be considered and used a basis for establishing a registration fees:
 - 7.2.1** Contractor Costs
 - 7.2.2** Supplies
 - 7.2.3** Facility Use
 - 7.2.4** Advertising
 - 7.2.5** Insurance
 - 7.2.6** Number of Participants
 - 7.2.7** Class Frequency
 - 7.2.8** Administrative Support
 - 7.2.9** Other items of added expense.
- 7.3** Administrative staff will endeavor to fully collect costs associated with adult programs.
- 7.4** Administrative staff will endeavor to collect 50% of the costs associated with youth or senior programs.

8. ESTABLISHING FACILITY USE FEES

- 8.1** Please see the adopted fee schedule for a list of the current facility use fees.
- 8.2** For uses which do not have established fees, the following items will be considered and used a basis for establishing a use fees:
 - 8.2.1** Facility Use
 - 8.2.2** Impact of Use
 - 8.2.3** Insurance
 - 8.2.4** Number of Participants
 - 8.2.5** Frequency
 - 8.2.6** Service Requests (cleaning, closures, potential damage)
 - 8.2.7** Administrative Support
 - 8.2.8** Other items of added expense.
- 8.3** Administrative staff will endeavor to fully collect costs associated with use of facility and service requests.

9. WAIVER OR REDUCTIONS

9.1 In considering a reduction or waiver of fees administrative staff will consider the following criteria:

- 9.1.1** Non-Profit Prosser agency
- 9.1.2** Sponsored/hosted by a Prosser non-profit agency
- 9.1.3** Low Income (defined at 80% or below Area Medium Income)
- 9.1.4** Facility Use
- 9.1.5** Impact of Use
- 9.1.6** Insurance
- 9.1.7** Number of Participants
- 9.1.8** Frequency
- 9.1.9** Service Requests (cleaning, closures, potential damage)
- 9.1.10** Administrative Support
- 9.1.11** Other items of added expense.

9.2 Administrative staff will prepared on a Fee Adjustment or Waiver form a summary of the adjusted costs along with support for each adjustment. This request will then be reviewed the Finance Director, Planning and Community Development Director, City Administrator, and Mayor.

10. REVIEW

10.1 Changes to the policy or procedure will be communicated as required by administrative policy management policy.