

Key Peninsula Metropolitan Park District
Dba Key Pen Parks



Resolution No R 2019-07

A RESOLUTION OF THE BOARD OF PARK COMMISSIONERS OF THE KEY PENINSULA METROPOLITAN PARK DISTRICT ADOPTING UPDATED REGISTRATION /RENTAL PROCEDURES AND REFUND POLICY

WHEREAS, the Board of Park Commissioners for the Key Peninsula Metropolitan Park District ("Key Pen Parks") adopted Registration/Rental Procedures and Refund Policy via Resolution R2014-05; and

WHEREAS, Key Pen Parks desires to adopt an updated Registration/Rental Procedures and Refund Policy;

NOW, THEREFORE, THE BOARD OF PARK COMMISSIONERS OF KEY PEN PARKS HEREBY RESOLVES AS FOLLOWS:


Section 1. Resolution Number R2014-05 is hereby repealed.

Section 2. The Registration/Rental Procedures and Refund Policy attached hereto as Exhibit 1 is hereby adopted.


PASSED AND ADOPTED by the Board of Park Commissioners for Key Pen Parks at a regular meeting held at the Volunteer Park Annex this 12th day of August 2019.

Attest:


Key Peninsula Metropolitan Park District
Board of Park Commissioners
Pierce County, Washington



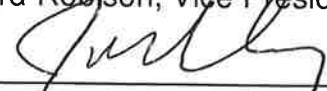
Mark Michel, President



Edward Robison, Vice President



Kip Clinton, Clerk



John Kelly Member-at-Large



Shawn Jensen, Member-at-Large



Registration/Rental Procedures and Refund Policy

Adopted via Resolution R2019-07

REGISTRATION/RENTAL PROCEDURES

Methods of Payment accepted: cash, check, money order, or credit card (Visa, Mastercard & Discover only)

Walk IN or Onsite Registrations/Rentals

- Client fills out Registration or Rental Form, indicating program/rental desired and totals the fee due.
- Cash or checks are receipted to Client.
- Clients paying by credit card via the Square will receive a digital receipt.
- Credit Card numbers are not retained or kept on file.
- Exact change is required when registering for a program/rental in-person at the park office.

Phone Registrations/Rentals

- Client will be directed to the Key Pen Parks web page to process their request for program registration or rental.
- If client does not have access to a computer then staff will request the client come to the office.

Online Registrations/Rentals

- Client will fill out the registration or rental form.
- Client will make a payment via the payment portal.
- A receipt will automatically be sent to both the client and staff.

REFUND & CANCELLATION POLICIES

Programs or Rentals canceled by Client

- No refunds are allowed within thirty (30) days of the scheduled program or rental date, unless an exception is approved by the Executive Director. A \$15.00 cancellation fee will apply to all client initiated canceled programs or rentals.
- Refund must be requested in writing to: answers@keypenparks.com.
- Refunds may take up to three (3) weeks to be received by the client.
- If client paid using a credit card the processing fee paid by the client will not be refunded.
- If client paid by check, check must "clear" before refund is approved.
- All refunds must be approved by the Executive Director or his/her designee.
- All refunds will be paid via check.
- A \$40.00 returned check/Non-Sufficient Funds (NSF) cash fee will apply. At the discretion of the Executive Director, legal proceedings may be instituted for NSF fee nonpayment.

Programs or Rentals canceled by Key Pen Parks

- If cancellation is necessary, clients will be notified of any non-emergency program or rental cancellations a minimum of six (6) days before the scheduled program or rental date.
- Staff will email the Executive Director for cancellation approval.
- Refunds may take up to three 3 weeks to be received by the client.
- All refunds will be paid via check.
- For emergency cancellations, clients will be notified in a timely manner.