

Key Peninsula Metropolitan Park District
Dba Key Pen Parks



Resolution No R 2014-05

**A RESOLUTION TO ADOPT THE REGISTRATION PROCEDURES AND REFUND
POLICY**

WHEREAS, the Board of Park Commissioners for Key Pen Parks desires to adopt registration procedures and refund policy; and

WHEREAS, the Board of Commissioners have met and made adjustments and changes deemed necessary and proper to the registration procedures and refund policy, now, therefore be it,

RESOLVED by the Board of Park Commissioners that Key Pen Parks adopts registration procedures and refund policy (attachment A).

Passed and adopted by the Board of Park Commissioners for Key Pen Parks at a regular meeting held at Volunteer Park Annex this 14th day of April, 2014.

Attest:



Bill Trandum, President



Kip Clinton, Clerk



John Kelly, Member-at-Large

Key Pen Parks
Board of Commissioners
Pierce County, Washington



Mark Michel, Vice President



Edward Robison Member-at-Large



Registration Procedures and Refund Policy

Adopted R-2014-05, 4/2014

REGISTRATION PROCEDURES

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

Walk In Registrations

- Client fills out Registration Form, indicating programs desired and totals the fee due.
- Cash or checks are receipted to Client.
- If the Trained Staff is present, the Client may pay with a credit card which will be processed online. If Trained Staff is not available, inform the client know they will be contacted within the next 2 business days.
- Important Note: NEVER write credit card numbers. If the client writes a card number down, destroy it immediately.
- Exact change is required when registering for a program in-person at the park office.
- These procedures also apply to any onsite registration for a program or event.

Phone Registrations

- An online Profile must be set up in order to process a telephone credit card payment.
 - Trained staff will set up a profile for client's using this registration method over the phone.
- Trained Staff will process the registration from the "back office" of the registration portal and enter the client's credit card number directly to the credit card processing website.
- Receipt will be emailed through the credit card processing website if they have their own Profile. If they register on the Key Pen Parks' profile, staff must forward the receipt to the Client via email.
- If trained staff is not available, either 1) the Registration Form will be used to fill out client information, desired programs, and fee total; for the Recreation Coordinator will contact for payment, or 2) client may leave message for Recreation Coordinator.

Online Registrations

- Client needs an online Profile set up in order to process a credit card payment online.
 - Trained staff may assist in setting up a profile for client over the phone.
- Client enrolls and pays on their own, and will be receipted through the credit card processing website.
 - See "Online Registration Instructions" document for troubleshooting with a client. Document can be found in registration folder.

REFUND & CANCELLATION POLICIES

Classes cancelled by Client

- No refunds are allowed within 1 calendar week of date scheduled, unless an exception is approved by Executive Director
- Refund must be requested in writing to: jessica@keypenparks.com
- Refund requests take 24-72 hours to process, and the refund can take up to 3 weeks to receive
- If Client paid by check, check must "clear" before refund is approved

- All refunds must be approved by Executive Director or their designee
- Method of payment will be method of the refund, with the exception of cash, which is refunded as a check
- A \$40.00 returned/Not Sufficient Funds cash fee will apply. At the discretion of the Executive Director legal proceedings may be instituted for NSF fee nonpayment.

Classes cancelled by Key Pen Parks

- Clients will be notified of any program cancellations 3-6 days before a program , if cancellation is necessary
- Recreation Coordinator will email Executive Director for cancellation approval
- Refunds can take up to 3 weeks to receive
- Method of payment will be method of the refund, with the exception of cash, which is refunded as a check

