

Recreation Program Refund Policy and Procedures

City Council Presentation
January 29, 2018



Current Refund Policy Impact

- Resolution No. 394 on October 3, 2016 adopted the current Refund Policy
- Over 1,000 camp registration refunds and transfers in 2017
- Most within 5 days from start of camp
- Multiple registrations to hold spots
- Time-intensive wait list management
- No provision for refunds to Park and Open Space Non-Exclusive Use Permit

Proposed Changes

- Camp Shoreline
 - Full refunds until the close of business on the first Monday in June
 - Refunds requested after that date, but prior to seven (7) days before (but not including) the first day of camp, will be subject to a \$50 administration fee for each weekly camper registration
 - No refunds less than seven days prior to the first day of camp



Proposed Changes

- Park and Open Space Non-Exclusive Use Permit
 - Standardizes refund conditions with picnic shelters
 - Allows a provision for refunds of this permit

Rationale for Change

- Camp Shoreline
 - Reduce last minute requests for refunds
 - Minimize the tendency to reserve multiple camp slots with the intent to withdraw
 - Increase staff efficiency and improve customer service
 - Align with industry standard



Rationale For Change

- Park and Open Space Non-Exclusive Use Permit
 - Standardize practices with picnic shelter refunds
 - Provide a directive for Park and Open Space Non-Exclusive Use Permit refunds

Questions?

