

RESOLUTION NO. 521

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SHORELINE, WASHINGTON, AMENDING THE RECREATION PROGRAM REFUND POLICY AND PROCEDURES ADOPTED BY RESOLUTION NO. 451.**

WHEREAS, on January 27, 2020, via Resolution No. 451, the City Council adopted the City's 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 Recreation, Cultural, and Community Services Department determined that amendments to the adopted Recreation Program Refund Policy and Procedures are necessary after a review of the policy and procedures adopted via Resolution No. 451 were implemented; and

WHEREAS, the City Council considered the new Recreation Program Refund Policy and Procedures at its March 25, 2024 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. Amendment of Recreation Program Refund Policy and Procedures.** The City Council hereby adopts those policies and procedures set forth in the "Recreation Refund Policy and Procedures" attached as Exhibit A.


**Section 2. 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 MARCH 25, 2024.**

  
Mayor Christopher Roberts

**ATTEST:**

  
Jessica Simulcik Smith  
City Clerk

 <h1 style="margin: 0;">POLICY &amp; PROCEDURE</h1>		
Title: <b>Recreation Program Refund                  Policy and Procedures</b>		Category: Parks, Recreation, Cultural Services
		Number: 1000-04 External / Internal: Public
Effective Date:	Supersedes: Res. No. 454	Policy Originator: Mary Reidy
		Approved By: City Council Res. No. 521 <hr/> Mayor

**1. PURPOSE/SCOPE:**

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. DEFINITIONS:**

- ~~2.1. Cancellation - City notification of class, camp, program or event being cancelled. Any recreation activity or facility rental booking that is cancelled by the Department or Facility User.~~
- ~~2.2 Reserved~~
- ~~2.32 Security 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. A payment received in addition to the facility rental fee that is applied against any additional fees incurred by the rental user group (i.e. property damage, cancellation fees, additional staff charges, additional rental time charges, etc.).~~
- ~~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.~~
- ~~2.63 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.~~
- ~~2.84 PRCS Director - The Director of the City of Shoreline Parks, Recreation and Cultural Services Department.~~

- 2.95 Refund** - Any money once received by City of Shoreline and then returned to a customer per this policy.
- 2.6 Activity 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.~~ The process of enrolling in, paying for and receiving confirmation of acceptance to participate in an activity offered by the City.
- 2.7 Facility Booking** – The process by which the rental of a facility is secured including receipt of full payment and confirmation of completed Rental Use Permit.
- 2.118 Rental Use Permit** - Signed agreement governing the use of City of Shoreline facilities, including both indoor and outdoor spaces.
- 2.129 Renter** - Person(s) or party on the signature line of a Rental Use Permit who is legally obligated to the terms and conditions of agreement.
- 2.1310 Multi-Day Course Activity** - ~~A class or program, for which a participant must register and that consists of multiple days. A recreation service offered by the City that includes class, program, trip, or workshop that consists of several days in which a person must register.~~
- 2.1411 Camp** - A Program with the word 'Camp' in the title. An adult-supervised program comprised of multiple activities for one or more consecutive days.
- 2.1512 Summer Camp** - Any camp offered ~~anytime~~ during the summer months of June through August.
- 2.1613 Single Day Course Activity** - ~~Class, trip or program that lasts one day or less. A recreation service that includes a class, program, trip, or workshop that lasts one day or less in which a person must register.~~
- 2.17 Special Event** – ~~A program for which a participant must register that is identified as a Special Event in marketing materials.~~
- 2.1814 Concession Permit** – A signed agreement governing the permission to sell goods or services at City of Shoreline facilities, including both indoor and outdoor spaces.
- 2.1915 Park and Open Space Non-Exclusive Use Permit** – A signed agreement governing permission for activities conducted in/on City Park and/or City Open Space Areas as designated in the Facility Rental Operations Manual.
- 2.2016 City** – the City of Shoreline.
- 2.21 PRCS** – ~~the City of Shoreline Parks, Recreation, and Cultural Services Department.~~

### 3. REFERENCES AND FORMS:

- 3.1.** Facilities Rental Operations Manual
- 3.2.** Code of Conduct for Use of City Facilities
- 3.3** City of Shoreline Scholarship Policy
- 3.4** Refund Policy Exception Request Form

**4. DEPARTMENTS AFFECTED:**

- 4.1. ~~Parks, Recreation and Cultural Services Department~~ Recreation, Cultural and Community Services
- 4.2. Administrative Services Department

**5. PROCESS:**

5.1. ~~Refund Due to City for 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. A full or pro-rated refund will be issued for any activity that is cancelled by the City.

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 activity or rental or ~~cancellation of the camp, class or program.~~

**5.3. Refund Request Deadlines:****5.3.1. Multi-Day Course Activity (not including Camps)**

5.3.1.1. ~~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, but not including, the second day of class. Aquatic program requests must be made through the pool registration desk. All other recreation program requests must be made at the Spartan Recreation Center. A full refund will be issued after the first day if the request is received prior to the state of the second day.~~

5.3.1.2. ~~Second Day. After the second day of class, but prior to the third day of class, requested refunds will be pro-rated per the registration fee paid and the total number of classes. A pro-rated refund will be issued if the request is received prior to the state of the third day.~~

5.3.1.3. ~~Third Day. Refunds will not be issued after the third day of class, unless an exception is granted by the City. Exception requests are to be submitted per Section 5.9 of this Policy. The City has sole discretion to decide whether or not to grant an exception. A refund will not be issued after the start of the third day.~~

5.3.2. ~~Single Day Course Activity.~~ Refunds may be issued if requested at least seven (7) calendar days prior to, but not including, the course day. will be issued if the request is received at least fourteen (14)

calendar days before the activity day.

~~5.3.3. Point of Sale Drop-In Admissions.~~ Refund requests must be made in writing and submitted to at the registration desk prior to leaving the facility on the day of use. All refund requests are at the discretion of the City.

~~5.3.4. Camps – Summer Camps~~

~~5.3.4.1. Refunds for Summer Camps requested at least fourteen (14) calendar days prior to, but not including, the first day of camp, will be subject to an administration fee for each weekly camper registration. After the fee is applied, the remaining balance will be funded. Camp refunds are subject to an administration fee per participant per camp (except transfers, if applicable, see 5.3.4.4 below).~~

~~5.3.4.2. No refunds will be given if requested less than fourteen (14) calendar days prior to, but not including, the first day of camp. A full refund, less the administration fee, will be issued if the request is received at least fourteen (14) calendar days before the first day of camp.~~

~~5.3.4.3. 5.3.4.3 In lieu of a refund, a participant may request to transfer to another camp with available space. If transferring from one camp into another, the administration fee will be waived. The transfer must be made at the same time as the cancellation and for the same participant. No refund will be issued if the request is received less than fourteen (14) calendar days before the first day of camp.~~

5.3.4.4 Transfers (Summer Camps). A participant may request to transfer to another camp with available space if the request is received at least fourteen (14) calendar days before the first day of camp. If transferring from one camp into another, the administration fee will be waived. The transfer must be made at the same time as the withdrawal and for the same participant.

~~5.3.5 Non-Summer Camps~~

~~5.3.5.1 Full refunds requested at least fourteen (14) calendar days prior to, but not including, the first day of camp will be subject to an administration fee for each weekly camper~~

registration.

~~5.3.5.2 No refunds will be given if requested less than fourteen (14) calendar days, prior to, but not including, the first day of camp.~~

**5.3.6. 5.3.5 Permit Cancellation – Indoor Facility.**

~~Rental use and Park and Open Space Non-Exclusive Use Permits cancelled by the Renter at least seven (7) or more calendar days in advance of event will be refunded in full. Permits cancelled by the Renter less than seven (7) calendar days prior, but not including the rental day, will not receive a refund. Any Security Deposit received for this rental will be 100% refunded. Refunds will be issued if the Facility Indoor Use Permit is cancelled at least fourteen (14) calendar days before the day of the event. Any Security Deposit received for the rental will be fully refunded.~~

**5.3.6 Permit Cancellation – Outdoor Facility.**

Refunds will be issued if the Rental Use Permit or Park and Open Space Non-Exclusive Use Permit is cancelled at least seven (7) calendar days before the day of the event. Any Security Deposit received for the rental will be fully refunded.

**5.3.6.1.** Exception: Athletic Field and Tennis Court Rental Use Permit Cancellation. Athletic Field and Tennis Court Rental Use Permits cancelled by the Renter less than seven (7) calendar days, but at least 24 hours prior to the date/time of the rental will be issued a 50% refund of fees or \$50, whichever is less. Rental Use Permits cancelled 24 hours or less prior to the date/time will not receive a refund. Any Security Deposit received for this rental will be 100% fully refunded.

**5.3.6.2.** Exception: Concession Permit Cancellation. No refund Refunds will not be issued for Concession Permit fees after issuance of Concession Permit. Hourly concession fee will be refunded if requests are received at least thirty (30) calendar days prior to date of use.

**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~~ 5.4 Refund of Security Deposits.** The City will inspect the designated facility/area in the Rental Use Permit after usage to determine if any damage occurred. If damage occurred, the City will assess a the cost to mitigate the damage and retain that amount from the Security Deposit. The Security Deposit may also be retained if all conditions of the permit are not adhered to or an extra on-site staff is required during the permitted time. 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 the Security Deposit will be fully refunded.

**~~5.6~~ 5.5 Facility Rental Cancellation Outside of Renter Control.**

~~5.6.1~~ 5.5.1 The City may, at its sole discretion, cancel a rental or permit at any time due to an emergency, severe weather which merits either Shoreline 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.

~~5.6.2~~ 5.5.2 If a permitted facility or area is deemed unusable by City staff on the permitted day full refund will be issued. If an athletic field or tennis court is deemed unusable on the permitted day due to inclement weather, utility malfunction, or other safety issue by a City-recognized 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~~ 5.6 No Pro-Rated Pass Refunds Timed Passes.** All passes are for the specified amount of time from purchase date. Pro-rated refunds ~~are not permitted~~ will not be issued 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~~ 5.7 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 Refund policy exceptions may be requested by submitting a Refund Policy Exception Request Form and requires approval by the Director.

**~~5.10~~ 10 Punch Passes** expire on December 31st of the calendar year purchased with the remaining punches value refunded.

~~5.11 Special events are non-refundable.~~

~~5.12 5.8 Refund due to Injury or Illness. Refunds will not be issued for injury or illness incurred outside of participation in the program unless it is diagnosed as a communicable disease by a medical professional. Refunds (or pro-rated refunds) may be issued for injury or illness incurred outside of participation in the activity if a physician's note is provided stating that the injury or illness prevents the participant from participating in the activity.~~

## 6. 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, when possible, however after ninety (90) calendar days the City may issue a refund by check.
- 6.2. If paid in cash or check, the City of Shoreline will issue and mail a refund check within six (6) weeks.
- 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. Deposits paid by credit card will be refunded to the card from which the payment was made, when possible, otherwise the City will issue a refund by check. If paid by cash or check, the will issue and mail a refund check to Renters within six (6) weeks.
- 6.6. Fees paid through scholarship funds are not refunded in cash. Any refund due will be processed pursuant to the City of Shoreline Scholarship Policy.
- 6.7. Any payment made via by the State of Washington Department of Social and Health Services (DSHS) shall not be refunded to an individual but rather will be credited prior to the quarterly\_billing balance sent to DSHS.