

## AGENDA

Meeting of the Program, Fees and Charges Committee  
August 26, 2020 – 5:00 p.m. - Committee Meeting  
North Highlands Recreation and Park District Office - 6040 Watt Avenue, North Highlands, Ca 95660  
Phone: (916) 332-7440  
WWW.NHRPD.ORG

1. **CALL MEETING TO ORDER**

2. **COMMENTS AND REPORTS FROM CITIZENS AND ORGANIZATIONS**

Matters under the jurisdiction of the Board of Directors, and not on the posted agenda, may be addressed by the general public at this time. The public may address the Board on each agenda item during the Board's consideration of the item. In order to speak, the speaker must complete and submit a public comment card. The cards are available on a table to the rear of the Boardroom. The card should be handed to the Secretary of the Board. The Chairperson of the Board may use his or her discretion in waiving this policy. The Board of Directors limits testimony on matters not on the agenda to three minutes per person and not more than fifteen minutes for a particular subject. Except for public hearings, comments from the public shall not be received until after completion of Board Discussion and deliberation, and just before final action or completion of the Agenda item. The Board of Directors cannot take action on any unscheduled matter.

3. **NEW BUSINESS**

A. Policy #3080 Refund Policy

Committee to meet with Administrator Mazzuca to review changes in Refund Policy #3080.

B. Policy #(TBD) – Scholarship Program Policy (NEW)

Committee to meet with Administrator Mazzuca and staff to discuss a New Scholarship Program Policy.

4. **ADJOURNMENT**

5. **DATE, TIME, AND PLACE OF NEXT MEETING**

The next regular meeting of the Board of Directors will be on September 9, 2021 at 6:30 p.m. in the North Highlands Recreation Center, 6040 Watt Avenue, North Highlands.

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability - related modification or accommodation to participate in this meeting, and then please contact the North Highlands Recreation and Park District Office at (916)332-7440. Requests must be made as early as possible and at least one-full business day before the start of the meeting.

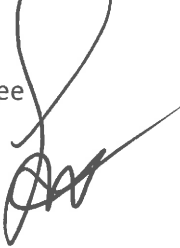
Programs, Fees and Charges Committee Meeting

TO: Max Semenenko, Chairperson  
Beau Reynolds, Member  
Programs, Fees and Charges Committee

FROM: Larry Mazzuca, Administrator

DATE: August 26, 2021

SUBJECT: District Policy No. 3080 – Refund Policy  
District Policy No. XXXX – Scholarship Program Policy (New)



**BACKGROUND**

The District has a current Refund Policy (No. 3080) that has been in place for slightly more than 4 years. While there are no major policy changes noted in the proposed updated version, the goal is to reformat the existing policy, condense some of the “wordy” language, and help make the policy more clear, concise, and hopefully easier to understand.

The District does not have a Scholarship Policy, but rather has used the current scholarship application more or less as the policy. It is important that the district develop a policy that is separate from the application. This becomes more important if the district is successful in its efforts to raise significant community donations to help support the scholarship program. Frequently businesses request that a “donation policy” be included with the actual request. This is a common request from corporations and businesses for tax and or audit purposes. It should be noted that staff is also working on updating the scholarship application.

Staff will review each policy with the committee. The goal is to place both policies on the September 9<sup>th</sup> board agenda.

cc Sarah Musser, Recreation Superintendent

POLICY TITLE:

REFUND POLICY

NEW

POLICY NUMBER: 3080

The District recognizes that in some situations, it may be necessary to refund fees or issue credits previously paid for recreation programs, services, events, rentals and other fee related activities. The District's refund policy is available on the district's website.

**3080.1 Recreation Programs (all)**

1. All refund request must be made in writing by the individual who completed the original registration form.
2. Full refunds will be issued if the program is cancelled by the District.
3. Refund request made after the program has started will be considered on a "case by case" basis. As a general rule, a program refund request will not be granted after the program has started unless there are extenuating circumstances.
4. Refunds will not be given for teams registering for youth or adult sports programs, which include leagues, tournaments, or related activities.
5. Refunds will be determined using the information below. Refunds will only apply for program fees.
  - 7 calendar days or more = 100% refund
  - Less than 6 calendar days = 0% refund/credit

*A full refund or credit will be issued when you have provided the district with a written doctor's note.*

**3080.2 Facility Rentals**

1. **Kay F. Dahil Community Center and Recreation Center**
  - 90 calendar days or more prior to the event = 100% refund/credit
  - 60 calendar days or more prior to event = 75% refund/credit
  - 30 calendar days or more prior to event = 50% refund/credit
  - Less than 30 calendar days or less prior to event = 0% refund/credit
2. **Picnic Site and Gym Rentals**
  - 15 calendar days or more prior to rental = 100% refund/credit
  - 8-14 calendar days prior to rental = 50% refund/credit
  - 7 calendar days or less prior to rental = 0% refund/credit

**3080.3 Refunds/Credits Issued**

1. No refunds or credits will be issued after a program or rental ends – no exceptions.
2. Credits are valid for a period of six (6) months. After (6) months they are no longer valid.

**POLICY TITLE:**

**REFUND POLICY**

OLD

**POLICY NUMBER: 3080**

**3080.1 Recreation Programs (All):**

1. All refund requests must be made in writing and signed by the individual who completed the original registration form.
2. Full refunds will be issued if, and only if the program is cancelled by the North Highlands Recreation and Park District or the written cancellation is received by the District (48) business hours prior to the start of the program.
3. Refund requests made after the program has started will be considered on a “case by case” basis. As a general rule, a program refund request will not be granted after the program has started unless there are extenuating circumstances.
4. Refunds will not be given for youth or adult sports programs, which include leagues, camps, tournaments or related activities. No refunds for trips or scheduled activities of one-week or less.
5. If a refund is requested (48) business hours prior to the start of the program, a check for the full amount will be issued within 2-3 weeks; refunds made after the start of a program will be issued in the form of a “PROGRAM CREDIT” and will be done so on a prorated basis.

**3080.2 Facility Rentals**

1. Community and Recreation Centers Rentals

- Ninety calendar days or more prior to the event = 100% refund of fees paid
- Sixty calendar days or more prior to event = 80% refund of fees paid
- Thirty calendar days or more prior to event = 50% refund of fees paid
- Fourteen calendar days or less prior to event = 0% refund of fees paid

2. Picnic Site and Gym Rentals

- Fifteen calendar days or more prior to event = 50% refund of fees paid
- Fourteen calendar days or less prior to event = 0% refund of fees paid
- Rain outs = 100% refund of fees paid \*

\*Picnic rental “rain outs” are the decision of the District and are final.

**3080.3 Refunds/Credits Issued**

1. No refunds or credits will be issued after a program or rental ends – no exceptions.  
(Revised 5/11/17)

**POLICY TITLE: SCHOLARSHIP PROGRAM**

**POLICY NUMBER: TBD**

**XXXX.1 Scholarship Program:** The North Highlands Recreation and Park District (NHRPD) is dedicated to offering recreation and leisure opportunities at low costs to residents. The District is committed to making recreation programs available to as many residents as possible. One way to accomplish this goal is through the development of this scholarship program. The scholarship program has been established so that it will provide partial subsidies to eligible residents, as funds are available. All scholarships require a completed application. Scholarships are restricted to residents of the NHRPD. The scholarship program will serve community members that are experiencing financial hardship, impacting their ability to participate in District sponsored activities, events, and programs. The scholarship award is not refundable or transferable or redeemable for cash or check.

**XXXX.2 Scholarship Program Funding:** District staff will prepare a letter for Board of Director's signature letter periodically requesting financial contributions to the scholarship fund from local businesses, service clubs, organizations, and individuals. Funds raised will help to offset the cost of recreation programs for all applying and qualifying community members. Acknowledgment and letters of appreciation will be mailed to all scholarship donors once a year. The letter will describe the funds received and how they were used through the scholarship fund. This information will also be posted on the District's website and social media outlets. The scholarship program will be administrated through the North Highlands Recreation & Park District.

**XXX.3 Program Implementation:** District staff will develop a scholarship application that will be made available to the public on the District's website and other locations. Individuals seeking scholarship funds will complete the application, collect accompanying documentation, and return it to the district office for review. The application will include scholarship information and eligibility guidelines and requirements including limits on the amount of funding available to each family within a fiscal year (July 1 – June 30). The scholarship application will be updated annually and will be made available to the public a minimum of 30 days prior to the beginning of the new fiscal year.