

CITY OF APPLETON POLICY		TITLE: RECREATION PROGRAM FEE POLICY
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I. Purpose

It is the purpose of this policy to provide guidelines necessary to charge a reasonable fee to participants of recreation programs.

II. Policy

The City of Appleton Parks, Recreation and Facilities Management Department (PRFMD) is committed to providing quality programs that meet the needs of all Appleton residents. PRFMD will recommend program fees and charges through a fiscally responsible plan of balancing affordable fees with the need for cost recovery. Both direct and indirect costs will be identified and considered when determining the fees and charges for each program. As part of the overall pricing program, staff will seek alternative revenue whenever possible, including sponsorships, grants, partnerships and other revenue producing opportunities. Adapted recreation programming and a financial assistance program will be included in the overall department services.

III. Definitions

1. *Youth* – age 17 and under
2. *Adult* – age 18 and over
3. *Older Adult* – age 62 and over (discounts may apply to certain programs in this age category).
4. *Person(s) with Disabilities* – individuals of all ages who require special accommodations due to physical and/or mental disabilities.
5. *Sports Team* – Compilation of individuals who participate as a group in a designated sport, i.e., basketball, flag football, etc.
6. *Administrative costs* – General cost of administrating programs such as administrative staff, legal counsel, administrative overhead, payroll and finance functions, capital improvements, etc.

7. *Operating costs* – Costs directly related to the operation of a program. These costs include direct program staff, facility rental/maintenance costs, supplies and services, utilities, etc.
8. *Resident* - Any person who lives within the corporate city limits of Appleton. Persons who own property in Appleton, but live outside of Appleton, are considered non-residents.
9. *Non-resident* - Any person who lives outside of the corporate city limits of Appleton.

IV. Cost Recovery

The cost recovery pyramid model (Exhibit I) was developed by staff to help meet cost recovery goals for existing and future programs in order to establish organizational sustainability that supports the vision and mission of the department and the community. Levels in the pyramid, along with definitions for each level, were established to determine to what extent the programs and/or services are providing community and/or individual benefit and at what percentage they should be subsidized (i.e. Community Events = 0% recovery, youth sports = 45-55% recovery, camps and workshops = 55-100% recovery, adult sport and day trips = 100% recovery).

V. Fees

1. Fees will be charged through team entry fees, program fees, and/or user fees.
2. All non-resident participants will be charged a surcharge, unless reciprocal agreements have been reached with other communities.
3. A surcharge of \$35.00 will be added to program fees for all non-resident adults who register for any programs, with the exception of single day programs, adult sport leagues, contracted programs, and drop-in programs. The surcharge for non-resident adults to register for single day programs, events, or day trips is \$5.00.
4. A surcharge of \$25.00 will be added to program fees for all non-resident youth who register for any programs, with the exception of single day programs, contracted programs, and drop-in programs. The surcharge for non-resident youth to register for single day programs, events, or day trips is \$5.00.
5. All adult sports teams requesting to register after the deadline will be accepted if the team meets the league criteria and a late processing fee of \$50.00 is paid.
6. Due to high popularity and volume of registrants, certain programs (i.e. youth sports leagues, dance, swim lessons) may have an early bird registration deadline assigned. Those registering after the early bird deadline but before the final deadline will pay full price.
7. Participants having financial hardships may apply for fee assistance as outlined in the Recreation Program Fee Waiver Policy.
8. All fee adjustments noted in this policy will become effective for programs offered starting in the Fall of 2020.
9. Residents of communities having reciprocal agreements with the City of Appleton will receive resident pricing for programs.

VI. Falsification of Information

The PRFMD reserves the right to remove anyone falsifying information from our programs. The PRFMD may require residency verification (i.e. driver's license or utility bill).

VII. Refunds

1. Requests for a cash refund will be subject to a \$10.00 processing fee for each participant and program. Refund requests of \$15.00 or less will automatically be credited to the household account in the RecTrac registration software program.
2. A full refund will be credited or issued to the participant for any program cancelled by the PRFMD.
3. A full refund will be credited or issued to the participant if a program time, date, or location is changed by the PRFMD and the participant is unable to attend because of the change.
4. Full refunds will be issued prior to the registration deadline or start of the program, whichever comes first. Refunds will not be issued after a program has started or deadline has been reached, unless the participant becomes ill/injured and a doctor's statement is presented.
5. Attempts will be made to reschedule classes and/or league games cancelled due to the weather. Classes and/or league games that are unable to be rescheduled are not eligible for refunds/credits.
6. A team fee will be refunded until the deadline for the team registration. After the deadline, the team fee will be refunded only if there is another team willing to fill that spot in the league. Refunds will not be granted for any reason after the playing schedules are distributed from the PRFMD.
7. Pool coupons and passes will not be refunded.
8. All household account credits will expire two years from the date of issue.

VIII. Waitlist

Registrants may be waitlisted for any program/event that is full. There is no fee required to be added to a waitlist. When an opening occurs, the available spot goes to the first person on the waitlist. When contact has been made through phone conversation/voice messaging, there is a 24-hour time period to respond. Once that period has lapsed, the opening will go to the next person on the list. Waitlist policy does not apply to swim lessons.