



# City of Yorkton

<b>POLICY TITLE</b> <b>DEER PARK MUNICIPAL GOLF COURSE PAYMENT POLICY</b>		<b>ADOPTED BY</b> City Council	<b>POLICY NO.</b> 60.60
<b>ORIGIN/AUTHORITY</b> City Council	<b>JURISDICTION</b> Recreation & Community Services	<b>EFFECTIVE DATE</b> December 11, 2006 Amended March 1, 2011 Reviewed August 2016	<b>PAGE #</b> 1 of 4

## 1. INTRODUCTION

The value of golf is such that a person can receive a significant value of golf when placing a minimal down payment. If they become delinquent with their payment, they may have received a significant amount of value in golf compared to a minimal down payment. Therefore a significant down payment is required to ensure two issues are addressed. First, the purchaser is committed to the entire purchase prior to the purchaser agreeing to the payment plan. Second, that in the case of a delinquent account, the golf course has received value for the golf and related services provided to a delinquent purchaser.

## 2. PURPOSE

This policy will address the process required for the sale of season passes, cart, club and locker storage at Deer Park Municipal Golf Course. It is intended that the following outcomes will be the result of this policy.

- a) Purchasing a season pass at Deer Park Municipal Golf Course will be more attractive and easier for the general public, resulting in an increase of passes being sold.
- b) Golf at Deer Park Municipal Golf Course will be more accessible to the general public.
- c) The number of accounts receivables that require collection after the payment deadline will be reduced.

The outcomes above will be accomplished by:

- a) Defining the various options available and the processes used when purchasing season passes for the Deer Park Municipal Golf Course.
- b) Defining when refunds are permitted and the procedures used in processing a request for refund.
- c) Prescribing a process for collecting unpaid accounts.

## 3. PURCHASING A SEASON PASS & RELATED STORAGE

A season pass, cart, club and locker storage at Deer Park can be purchased at any time during the year. However, to make the purchase of a season pass or cart, club and locker storage more attractive and affordable, a purchase plan may be required. Therefore, administration of the Deer Park Municipal Golf Course shall use the process outlined below when selling season passes along with cart, club and locker storage for the Deer Park Municipal Golf Course.

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**Option 1: Payment in Full**

Season passes, cart, club and locker storage can be purchased by paying in full at time of purchase. This can be done at the Recreation & Community Services office located at the Gallagher Centre during the off-season or at Deer Park at any time during the playing season. All benefits associated with the season pass will be implemented at that time.

**Option 2: Payment Plan**

The golfing public may purchase a season pass or cart, club and locker storage at any time by agreeing to the established payment plan. This can be done at the Recreation & Community Services office located at the Gallagher Centre during the off-season or at Deer Park. Upon receiving a request to purchase a season pass or club, cart and locker storage using the payment plan option, the following process will apply. Any benefits that apply to a season pass purchased through the payment plan will only be implemented once payment is received in full for the entire purchase.

- a) A down payment of 50% of the season pass(s) being purchased is required at time of purchase.
- b) The balance of the purchase must be paid in full by June 1 of the year for which the pass is being purchased.
  - 1. The purchaser, at the time of purchase, is required to provide either a credit card or post dated cheques with the final payment being made by June 1 of the year for which the pass is being purchased.
  - 2. If providing a credit card, the purchaser acknowledges, that at a minimum, equal monthly charges will be applied to the credit card until such time as the purchase is paid in full and by June 1 at the latest.
  - 3. If providing post dated cheques the purchaser will provide, at a minimum, equal monthly payments to ensure the purchase is paid in full by June 1 of the year for which the pass is being purchased.
  - 4. If a cheque is returned N.S.F. or a credit card is declined, credit privileges may be revoked, and payment in full is required prior to golf being permitted.
  - 5. Any accounts not paid in full by June 1 of the year for which the pass is being purchased, will result in loss of golfing privileges and the account will be referred to section 3. Delinquent Accounts.

**4. DELINQUENT ACCOUNTS AND CREDIT PRIVILEGES**

For the purpose of delinquent accounts at the Deer Park Municipal Golf Course, the following process shall apply to all accounts that are unpaid as of June 1 each year.

- a) Golf privileges will be revoked immediately for any account holder whose account is not paid in full as of June 1 of each year.
- b) Future golfing privileges will be revoked until the outstanding account is paid in full.
- c) All unpaid accounts will be sent to the City of Yorkton's collection agent for collection.
- d) The name of the account holder will be reported to the Deer Park Sub-Commission and recorded in the minutes.
- e) Credit privileges will be revoked for a period of one year and all purchases will require payment in full at the time of purchase.

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## 5. **REFUND CREDITS**

Requests for a refund credit can be made by obtaining and completing a Refund Request Form through the Pro Shop or the Recreation & Community Services office (see Appendix A).

Refund credits of season passes will be considered under the following conditions:

- a) Medical Conditions
  1. Participant is required to obtain, and attach to the request form, a medical certificate from a duly qualified medical practitioner.
  2. The refund credit will be calculated one of the following two ways and will be considered on a case by case basis.
    - a. The refund credit may be pro-rated based on the total cost of the Season Pass less the number of rounds played calculated at the current green fee rate or,
    - b. Refund credits may be pro-rated based on the number of months the season pass was used.
- b) Other Reasons
  1. If the participant must withdraw for other reasons, the request will be forwarded for review by the Sub-Commission.
  2. The refund credit will be calculated one of the following two ways and will be considered on a case by case basis.
    - a. The refund credit may be pro-rated based on the total cost of the Season Pass less the number of rounds played calculated at the current green fee rate or,
    - c. Refund credits may be pro-rated based on the number of months the season pass was used.
- c) Green Fee receipts will NOT be rebated towards membership purchase.
- d) Rain Checks – green fees will not be refunded or credited when players start a round in rain or impending rain conditions, or when players have completed five holes of play.
- e) Executive Packs – refunds and credits will not be considered for any executive packages offered at Deer Park.
- f) Refund credits for any service at Deer Park will not be considered after August 1 of each year.
- g) There will be a \$25.00 administration fee on all refund credits, which will be deducted from the credit refund.

## 6. **RESPONSIBILITY**

The Director of Recreation & Community Services is responsible for the ongoing review and update of this policy.

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## Appendix A

### CITY OF YORKTON RECREATION & COMMUNITY SERVICES

#### REFUND REQUEST FORM

Refunds for Season Tickets are given only when:

- a) The Season Ticket holder is unable to participate for medical reasons.
- b) If the participant must withdraw for other reasons, the request will be reviewed by the Sub-Commission.

Date request received: \_\_\_\_\_

Reason for request: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Refund to: Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ (Res.) \_\_\_\_\_ (Bus.)

Refund for: Participant Name: \_\_\_\_\_

**(if different  
from above)**

Program: \_\_\_\_\_

Starting Date: \_\_\_\_\_

Amount Paid: \_\_\_\_\_

\_\_\_\_\_  
Signature of Patron

#### FOR OFFICE USE ONLY

Amount of Refund Approved: \$ _____	
Approved: _____	_____
Staff Signature	Division Manager
Not Approved: _____	
Reason: _____	