

Policy & Procedure

DERECOGNITION POLICY		Effective Date: January 1, 2018
		Supersedes Date: none
Parks and Recreation Department		964104V3
		<input checked="" type="checkbox"/> Parks and Recreation Department

PURPOSE

The purpose of this policy is to provide a basis and rationale for the Derecognition of unclaimed and/or unused Customer account Credits.

AUTHORIZATION

This policy to be implemented by Parks and Recreation Department staff.

INTERRELATED

The following policies relate or supersede this policy:

- [BC Unclaimed Property Act](#)
- Parks and Recreation Refund Policy and Procedures (287443)
- [Income Tax Act](#) and [Income Tax Regulations](#)
- City Records Management Policy (73816)

DEFINITIONS

City – means the Corporation of the City of New Westminster.

Customer – means a person or organization or business that has purchased a good or service from the Department.

Credit – means unredeemed Membership visits and/or an unredeemed monetary value associated to their Department Client account.

Courtesy Pass – a Department single admission coupon, valued up to \$6.25 that provides free entry to any Department drop-in service.

Department – means the City of New Westminster Parks and Recreation Department.

Derecognize – means debit a Customer account by the amount of an existing Credit balance and to recognize the adjustment as revenue.

Membership – means the sale of a fixed number of pre-paid drop-in visits to a specific Department service or a bundling of Department drop-in services sold to Customers without an expiry date.

Reasonable Efforts – means the Department will try to notify the Customer at their last known address and/or email address as available within the Department database.

Recreation Application – the Department is transitioning from the Class to Perfect Mind recreation software application for its sales of goods and services.

POLICY STATEMENTS

Effective July 31, 2017, the Department will make Reasonable Efforts to notify Customers that have account Credits greater than \$50.00 so the Customer can redeem their Credit or request a refund.

Effective December 2018, the Department will Derecognize all unclaimed Customer account Credits over three years old and less than \$50.00.

OBJECTIVE

The objective of this policy is to establish a framework for equitably and transparently management of unredeemed Customer Credits.

REFUNDS

Refund requests are subject to the criterial outlined in the Parks and Recreation Refund Policy.

DERECOGNITION PROCEDURES

Effective December 2017:

Credits Under \$50 - The Department, per the BC Unclaimed Property Act, is entitled to recognize unclaimed Customer account Credit balances, over three years old, as revenue and/or to void unredeemed Membership visits.

1. Customer accounts with Credits greater than three years old and below \$50.00 will be Derecognized in the old recreation application from Customer accounts, without further action, per legislation allowance. In addition, as future Customer Credits reach this condition, they will be Derecognized on a schedule determined by the City.
2. All Customer Credits less than three years old and below \$50.00 and greater than \$4.99 will be migrated to a new Recreation Application. These Customer Credits will remain available for Customer redemption or refund. Note: all Customer Credits between two to three years old and below \$5.00 are redeemable to a Customer by means of a Courtesy Pass that will be equal to or higher than the Customer Credit being Derecognized in the old recreation application.

Credits Above \$50 – the Department will retain such credits for Customer redemption or refund as follows:

1. Customer accounts with Credit balances of \$50.00 or more and over three years old will be Derecognized in the old Recreation Application and documented elsewhere for full Customer refunds; or
2. Customer accounts with Credit balances of \$50.00 or more and less than three years old will be migrated into the new Recreation Application and be available for customer redemption or refund.