

Department Policy & Procedure

RESERVED DROP IN TRANSFER POLICY	Policy Number:	1847618
	Effective Date:	June 7, 2021
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Approved:	<input checked="" type="checkbox"/> Department Administration	

PURPOSE

To provide sales staff with direction on Reserved Drop In same day Transfers.

AUTHORIZATION

This policy is authorized by the Department management team and implemented by Department staff overseeing the sales of services.

DEFINITIONS

Client means a person who purchases a Department Reserved Drop In service.

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

Reserved Drop In means a sales process whereby clients are required to purchase drop in services in advance of when the service is delivered to comply with Provincial Covid-19 Safety Orders and requirements.

Transfer means that clients, on the day of their Reserved Drop In and with at least one hour of notice before their purchased service start time, may switch their paid Reserved Drop In to another service or time slot. Transfers must be done by staff and can only be completed if the service has available spots (capacity) and the Client age is compatible.

TERM

This is a temporary policy and will only be in effect during Covid-19 and/or when Reserved Drop In sales are required for public safety.

OBJECTIVE

To provide staff and Clients with clear and consistent requirements for same day Client Reserved Drop In Transfers without a financial penalty.

For clarity, examples are offered:

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Permitted Transfer Examples

- A Client calls at 3:00 pm to change their 5:00 pm weight room Reserved Drop In purchase to 7:00 pm.
- A Client calls at 1:00 pm to change their 5:00 pm weight room Reserved Drop In purchase to 2:00 pm.

Not Permitted Transfer Examples

- A client calls at 4:15 pm to change their 5:00 pm Reserved Drop In to 7:00 pm
- A Client calls on June 5th to change their Reserved Drop In purchase to June 6th.
- A Client tries to Transfer a Reserved Drop In purchase online (Transfers can only be accommodated through staff)

INTERRELATED

All other Department policies and procedures related to refunds, sales, withdrawals, cancellations and fees remain in effect.

TRANSFER CRITERIA SUMMARY

1. Transfers can only be done through Department staff (not by the Client online);
2. Transfer requests are only permitted on the day of the Reserved Drop In service and with more than one hour of notice prior to the original purchased service time;
3. Transfers can only happen if there is capacity in the desired new Reserved Drop In service;
4. Transfers can happen between Reserved Drop In services that have different fee, which will result in a Client credit or additional payment;
5. Transfers can be to Reserved Drop In services that occurs before or after the Clients originally purchased Reserved Drop In scheduled time; as long as there is one hour notification; and
6. Reserved Drop-in transfers can only be done during registration hours.