

FINANCE AND PERSONNEL COMMITTEE

City of Kaukauna
Council Chambers
Municipal Services Building
144 W. Second Street, Kaukauna



Monday, December 16, 2024 at 6:10 PM

AGENDA

In-Person and Remote Teleconference via ZOOM

1. Correspondence.
2. Discussion Topics.
 - a. [Community Enrichment Refund Policy.](#)
3. Adjourn.

NOTICES

Notice is hereby given that a majority of the City Council will be present at the meeting of the Finance and Personnel Committee scheduled for Monday, December 16, 2024 at 6:10 P.M. to gather information about a subject over which they have decision making responsibility.

IF REQUESTED THREE (3) DAYS PRIOR TO THE MEETING, A SIGN LANGUAGE INTERPRETER WILL BE MADE AVAILABLE AT NO CHARGE.



MEETING ACCESS INFORMATION:

You can access this meeting by one of three methods: from your telephone, computer, or by an app. Instructions are below.

To access the meeting by telephone:

1. Dial 1-312-626-6799
2. When prompted, enter Meeting ID 234 605 4161 followed by #
3. When prompted, enter Password 54130 followed by #

To access the meeting by computer:

1. Go to <http://www.zoom.us>
2. Click the blue link in the upper right hand side that says Join a Meeting
3. Enter Meeting ID 234 605 4161
4. Enter Password 54130
5. Allow Zoom to access your microphone or camera if you wish to speak during the meeting

To access the meeting by smartphone or tablet:

1. Download the free Zoom app to your device
2. Click the blue button that says Join a Meeting
3. Enter Meeting ID 234 605 4161
4. Enter Password 54130
5. Allow the app to access your microphone or camera if you wish to speak during the meeting

Members of the public will be muted unless there is an agenda item that allows for public comment or if a motion is made to open the floor to public comment.



MEMO

FINANCE AND PERSONNEL COMMITTEE

To: Finance and Personnel Committee
From: Terri Vosters, Community Enrichment & Recreation Director
Date: December 16, 2024
Re: Refund policy

Discussion: The Recreation Division of Community Enrichment recommends adding a cancellation/refund/ transfer policy to its programs. Staff have researched several other municipal recreation departments to decide what we believe is best for our residents.

1. Cancellations may occur up to one week before the activity's start date. Participant must call or visit the Kaukauna Recreation Department office 920-766-6335 to cancel an enrollment. A \$5 per class/ per participant cancellation fee will be charged with the balance of the fee being credited to the account. We do not refund in cash when the cancellation is made by the participant. Credit will remain on account for two years after the issue date.
2. A full refund will be credited or issued to the participant if a program, date, or time change is changed by Kaukauna Recreation Department and the participant is unable to take part due to that change.
3. Full refunds will be issued 1 week prior to the registration deadline.
4. Refunds will not be issued after a program has started or deadline has been reached.
5. A full refund will be issued if the participant becomes ill/injured. A doctor's statement will need to be presented with dates concurring with the program.
6. Pool passes will not be refunded.
7. Team fees will not be refunded unless another team can take a spot in the league. Refunds will not be issued after schedules have been completed.

8. Participants wishing to change/transfer class/day/time-if there is availability may do so with a \$5 transfer fee which will need to be paid before the transfer can be made.
9. Tickets (Wisconsin Park and Recreation, Performing Arts Center, etc.) are non-refundable.
10. Any miscellaneous refund is at the discretion of the Director.

Strategic Plan: N/A

Budget impact: Minimal impact on residents and revenue for the Recreation Division.

Recommendation: Approval of the proposed cancellation/refund policy above.

