



TOWN COUNCIL – AGENDA REQUEST FORM

THIS FORM WILL BECOME PART OF THE BACKGROUND INFORMATION USED BY THE COUNCIL AND PUBLIC

Please submit Agenda Request Form, **including back up information**, 8 days prior to the requested meeting date. **Public Hearing requests must be submitted 20 days prior to requested meeting date to meet publication deadlines** (exceptions may be authorized by the Town Manager, Chairman/Vice Chair).

MEETING INFORMATION

Date Submitted: October 25, 2023 Date of Meeting: November 16, 2023
Submitted by: Parks and Recreation Director Matthew Casparius
Department: Parks & Recreation Time Required: 15 minutes
Speakers: Background Info. Supplied: Yes: No:

CATEGORY OF BUSINESS (PLEASE PLACE AN "X" IN THE APPROPRIATE BOX)

Appointment: Recognition/Resignation/Retirement:
Public Hearing: Old Business:
New Business: Consent Agenda:
Nonpublic: Other:

TITLE OF ITEM

Proposed Changes to Summer Camp Refund Policy

DESCRIPTION OF ITEM

The Town Council to consider the acceptance of the proposed changes to the Summer Camp Refund Policy.

REFERENCE (IF KNOWN)

RSA: Warrant Article: _____
Charter Article: Town Meeting: _____
Other: N/A

EQUIPMENT REQUIRED (PLEASE PLACE AN "X" IN THE APPROPRIATE BOX)

Projector: Grant Requirements:
Easel: Joint Meeting:
Special Seating: Other:
Laptop: None:

CONTACT INFORMATION

Name: Matthew Casparius Address: 116 Naticook Road
Phone Number: 603-882-1046 Email Address: mcasparius@merrimacknh.gov

APPROVAL

Town Manager: Yes No: Chair/Vice Chair: Yes No:



Merrimack Parks & Recreation

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<http://www.merrimackparksandrec.org>

To: Paul Micali, Town Manager

From: Matt Casparius, Director of Parks & Recreation

Re: Proposed changes to Summer Camp Refund Policy

Date: September 27, 2023

Hi Paul,

For Summer 2022, we had a total of 1049 camp registrations and this year we finished with 1,304 total registrations for Camps which represents a 20% increase in registrations over last year. For this year, our summer summers were sold out for most age groups by the beginning of February and we developed long waiting lists quickly. Throughout the spring, we hired additional staff so that we could go and accommodate our waiting lists and fill our rosters back up.

The current refund policy states that cancellations must be received 10 days in advance and the cancellation fee is only \$10.00 typically, as we get to this 10 day mark before each session; we start making reminder calls of their outstanding balances due. This year, when we started making those calls we had 30 – 40 families who were registered for the majority of the summer suddenly tell us they were cancelling 6, 7, 8 or 9 weeks because they decided to go on vacation or they got into a different camp. In the meantime, we start calling our waiting list and people have found other options and we're unable to fill these open slots. While it was only 6 – 8 kids per week; over the course of the summer it resulted in a loss of about \$20,000 in revenues that we were expecting.

Families registered for the entire summer and then only lost \$10 a week and basically used us as backup insurance to ensure they had a camp to go to, but then went elsewhere. In the meantime, we collected \$10 for that slow vs \$290 for Camp Naticook or \$340 for Camp Trek.

We are looking to tighten up our refund and cancellation policy to prevent this from happening by going to a 30 day cancellation request and a \$50 non-refundable deposit instead of \$10 per week. This policy is in line with what other day camps in the area are doing already.

The second change relates to our refunds for medical related issues. We had a couple of instances this summer where the child was paid in full but never showed up and never returned our calls as to why they weren't attending and then after the week was over claimed they were sick but not so sick as to require them to be seen by a doctor. We have always required a doctor's note, but we had one case where it was 3 weeks after the summer was over that the family got their doctor to write a predated note saying the kid was too sick to attend. In this particular case it was a child in our teen camp and we've paid for 5 days worth of field trip admission fees which was more than \$100 worth in fees alone because we were holding their space that they paid for.

Proposed Cancellation & Refund Policy for Camp Naticook, Camp Trek and Summer Stage.

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***Does not apply to other programs**

- To register for Summer Camp; parents must submit a ~~\$25~~ **[\$50.00]** Non-Refundable, ~~[non-transferrable]~~ deposit for each week of camp that they wish to register their child for.
- Participants who wish to withdraw from a camp [session] must notify the Parks & Recreation Department at least ~~ten (10)~~ **[thirty (30)]** days prior to the start of the session for a full refund. If participants notify the Parks & Recreation Department between 15 – 30 days before the start of the program; they will receive a 50% refund. No refunds will be given for requests less than 15 days prior to the start of the program.
- Payment for each session of camp is due in full ~~10~~ **[45]** days prior to the start of the registered session. **[If participant cancels more than 30 days in advance, then the participant would only lose the \$50.00 Non-Refundable deposit. If they have paid more than this amount; then a refund would be issued for the remaining balance or they can elect to put the funds in a household credit on their account for future use.]**
- ~~All program cancellations will be assessed a \$10.00 administrative processing fee.~~
- All refunds will be issued in the form of a check from the Town of Merrimack and may take up to two (2) weeks to process.
- Refunds may be given for medical reasons which arise less than ~~ten (10)~~ **[thirty (30)]** days prior to the start of a program. ~~In the event that a medical issue arises after the start of the program, the refund will be prorated.~~ **[For all medical related cancellations requesting a refund; the request must be accompanied by a reimbursement, the request must be accompanied by a note from the child's physician's letter stating that the child is unable to participate, [The \$50.00 deposit remains non-refundable, but a refund of 50% of the remaining balance will be granted. In the event of a public health emergency; this rule may be suspended for the duration of the health emergency]**
- ~~If a program is cancelled due to low enrollment, participants will receive a full refund.~~
- ~~Participants will be permitted, if space allows, a transfer to another program. Should the program the participant is transferring into have a higher fee, they will be expected to remit the difference in fee at the time of requesting the transfer.~~

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