



**CALVERT COUNTY  
PARKS & RECREATION**

# **CALVERT COUNTY REVENUE AND FEE MANUAL**



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## I. MISSION AND VISION

- A. **MISSION:** In partnership with Calvert County residents, the Calvert County Department of Parks & Recreation (CCPR) cultivates programs, parks and services that positively impact quality of life; preserve natural and cultural resources; promote economic stability; and satisfy community needs for opportunities in recreation, wellness, knowledge and connecting with nature.
- B. **VISION:** CCPR strives to enhance the health, economy and well-being of our community through sustainable practices, leisure opportunities and environmental stewardship.

## II. STATEMENT OF PHILOSOPHY

- A. **GENERAL:** The basic philosophy of CCPR is to offer year-round diversified recreation services, and to ensure that all citizens have equal opportunity for participation. However, since the demand upon the department is greater than the ability to appropriate public funds to support that demand, it becomes necessary to charge fees and pursue other supplementary revenues and resources. Fees and charges for parks and recreation services are only one revenue source for the department. Fees and charges will supplement those other resources, not replace them nor be used to diminish government's responsibility to provide open space and leisure opportunities. Rather, fees and charges will be viewed as a method to allow the department to continue to offer basic services and enhance the means to develop new programs and services. The general benefit of services made possible through fees and charges must exceed any detriment imposed by the fees, and collections must be practical and economical.
- B. **COST RECOVERY:** The department's philosophy for cost recovery is to meet the recreational needs of Calvert County in the most effective and efficient manner possible ensuring that all residents have equal opportunity and choice in participation while providing those services at an appropriate cost. This is accomplished through five primary sources: tax dollars, bond funding, grants, sponsorships and fees. Tax dollars provide basic operational costs for recreation and parks services as well as some capital projects. Fees, grants and sponsorships are used to offset operating costs as well as fund capital projects, which also includes the use of bond funding. These are vital sources of revenue to reduce subsidization levels. Fees must be viewed as a method of continuing and expanding the ability to provide quality recreation and parks services at a level that is fair and equitable to both participants and nonparticipants. These guidelines will be used as a tool to establish program fees.

## III. STATEMENT OF NEED

It is the responsibility of the department to offer a comprehensive recreation program and to provide safe access to public park land. The development of a sound and consistent standard operating revenue and fee adoption procedure will provide supplementary revenues to tax dollars.

## IV. AUTHORITY AND RESPONSIBILITY

The Parks & Recreation Revenue and Fee Policy is formally adopted by the Calvert County Board of County Commissioners (BOCC). The BOCC and County Administrator have authorized and charged the Director of Parks & Recreation with providing oversight in the implementation of the policy and appropriate procedures to administer the policy's goals and guidelines. The BOCC authorizes the County Administrator or designee to amend and update this document as may be necessary. Changes proposed by staff and approved by the County Administrator or designee will be placed in public file and circulated to the BOCC.

## V. DEFINITIONS

- A. **ADMINISTRATION FEE:** When a portion of a fee is retained to cover administrative costs incurred in processing program registration, process liability insurance, facility reservation refund requests, etc.
- B. **COMMUNITY PROGRAMS:** These department activities are offered as a free service to the public with no admission or registration fee. Such services are considered to be essential to park and recreation opportunities in a public service environment. Attempts are made to cover expenses through grants, subsidies or sponsorships by businesses and corporations. Examples of community programs include: department special events as well as educational and community service programs.
- C. **DISSATISFACTION:** Not satisfied with program, service or facility due to concerns they were not made aware of. These may include, but not limited to: broken equipment, improperly prepared food or beverage, double booking, unsatisfactory cleanliness or staff tardiness.

- D. FEES:** The department shall charge a fee to individuals, groups or other organizations for certain programs, services and use of facilities. As a general rule these charges or fees will fall into one of the following categories:
1. **Admission Fees:** Charges made to enter a building, structure or special facility. These facilities offer an attraction, exhibit, show, ceremony, performance, demonstration or special equipment. Entry and exit may often be controlled and attendance is regulated. Admission fees may be charged in increments ranging from daily to annual. Examples include Cove Point Park Pool, Flag Ponds Nature Park, Breezy Point Beach, ticketed special events, etc. Objectives of these admission fees are:
    - a. To augment funds (through budgetary obligations) for operation and maintenance.
    - b. To remunerate the capital cost of a facility.
    - c. To produce revenue to offset the cost of programs which take place in such facilities.
  2. **Differential Fees:** In addition to fees differentiated according to residency - fees for programs, services and facilities may be differentiated according to the financial objectives of the following organizations: commercial/profit, non-profit and private events. Examples include facility rentals for private/commercial gain, non-profit group meetings and private celebrations. The department follows all guidelines set forth by specific state regulations and grant contracts in regard to charging differential fees at certain facilities. The Director of Parks & Recreation shall establish the fee for the above organizations based upon the fee schedule.
  3. **Non Resident Fees:** A fee charged to a non-resident for reservations or use of department facilities and services. Not all facilities/programs differentiate between resident and non resident.
  4. **Permit Fees:** A permit shall mean any written permission issued by or under the authority of the Director of Parks & Recreation. Examples may include a permit for a special event, doing business on county park property, etc. Objectives of permit fees are:
    - a. To produce revenue sufficient to control the conduct of the activity.
    - b. To grant special privilege to the permittee and may be sufficient to cover costs of not only control, administration and operation but may produce contingency.
  5. **Rental Fees:** Fees for the privilege of exclusive use of any feature or equipment. Examples include pavilions, athletic fields, meeting rooms, etc. Objectives in charging rental fees are:
    - a. To provide equipment for the enjoyment of a recreation area, which the patron may not have provided for him/her self.
    - b. Rental fees should be sufficient to pay for the life-cycle cost and replacement of the equipment and for cost of operating the rental service.
    - c. Short-term rental of space such as a classroom or a parking space may be charged where the space is special or an exclusive additional privilege to the user.
  6. **Sales Revenues:** Revenues obtained from the operation of a concession stand, including the sale of food, beverage and merchandise. Examples include merchandise, food and beverage from concessions or the Chesapeake Hills Golf Course. Objectives of sales and the resulting revenue are:
    - a. To provide needed supplies, which the visitor cannot obtain in the general park vicinity.
    - b. To provide merchandise which adds to the visitor's enjoyment of the area.
    - c. To provide promotional materials to promote the said facility.
    - d. To provide sufficient revenue to cover costs of goods sold and labor expenses.
  7. **Special Event Service Fees:** Charges made for supplying unusual commodities, activities or services as an accommodation to the public. Examples may include field lining, event staff, trash services, etc. Objectives for charging such fees are:
    - a. To enable the user to pay the program costs of the special service from which he or she benefits.
    - b. To enable special services to be rendered by the department without unduly impacting the general fund or other regular services.
    - c. To develop revenue for improving the quality of the recreation program by adding value, service or variety.

- d. To recover expenses incurred by the county when providing county assistance to groups or individuals for non-county operated events or activities. Examples of these events may be races, parades, festivals, fundraisers, etc.
- 8. Fees charged for the non-exclusive use of a facility, participation in an activity or access to a controlled area. For programs that utilize independent contractors, the user fee is set by the independent contractor through a formal agreement with Calvert County. Examples include athletics, recreation programs, summer camp, etc. Objectives of user fees are:
  - a. To pay for or augment operation and maintenance costs for a facility where tax appropriations support the basic service.
  - b. To control use of a facility including open space and roads.
  - c. To assess a portion of the costs of the facility to users who may not be tax supporters.
  - d. To enable the department to provide facilities or programs for which funds might not otherwise be available.
- E. MILITARY:** Veterans as well as retired and active-duty military personnel, does not include dependents.
- F. NON DEPARTMENTAL ACTIVITIES:** Events or activities organized and / or operated by private profit and non-profit organizations and businesses shall pay appropriate fees. Activities or services offered by for-profit businesses will recover 100% of operational (direct) and related administrative costs in addition to, or as part of, permit fees or a payment as specified in a negotiated contract. Non-profit organizational and fundraising activities will be charged for direct expenses and all fees normally levied for services provided by the department. Some examples include: festivals, runs, walks, concerts, triathlons.
- G. NON RESIDENT:** An individual who permanently resides outside Calvert County, Maryland and does not pay Calvert County, Maryland property taxes. An organization whose principal place of business is located outside Calvert County, Maryland.
- H. PROOF OF RESIDENCY:** Proof of residency may be required to determine program eligibility and/or applicable fee. Proof of residency may be provided by producing a valid driver's license, current utility bill or residential property tax statement along with photo ID.
- I. RESIDENT:** An individual who permanently resides within the limits of Calvert County, Maryland. In addition, someone who does not reside in Calvert County, Maryland but who pays property taxes in Calvert County, Maryland qualifies as a resident.
- J. SENIOR CITIZEN:** An individual 60 years or older.

## VI. FEE CLASSIFICATION GUIDELINES

- A.** Fees shall be charged to the general public, individuals and groups, to the extent reasonable to recover all, or a portion of, direct and/or indirect costs associated with the delivery of programs, services or events. The purposes of fees shall be (1) to obtain revenue to supplement or completely replace maintenance and operational costs, (2) to reduce the program impact on the General Fund, (3) to enable the department to provide facilities or programs for which funds might not otherwise be available and, in some cases, (4) to provide sufficient revenue to cover costs and provide surplus revenue for expansion of programs and services, and to remunerate capital investments. Public funds will be used for basic services and to acquire, improve and manage basic park land and recreation facilities. Examples of basic services and use of facilities where fees would not be charged would include, but are not limited to, the following: general park maintenance, gardens, trails, playgrounds, as well as, unreserved use of tennis courts, shelters, picnic areas and open space.
- B.** A fee would typically be charged if the following rationale prevails:
  - 1. The process requires the expenditure of administrative resources to create the benefit.
  - 2. The patron(s) enjoys the added value of exclusive, reserved use of the park area or facility.

- C. TIER 1 (BASIC COMMUNITY BENEFIT) - NO COST RECOVERY:** The programs, facilities and services benefit the community as a whole and that contribute to quality of life in our community. These services are provided free of charge and provide little or no instruction. These programs, facilities and services can increase property values, provide safety, address social needs and enhance quality of life for residents. The community generally pays for these basic services through taxes and is supplemented through grants and sponsorships. Examples: certain special events (festivals, movies in the park, photo contests, etc.), environmental stewardship programs, volunteer activities and unreserved use of parks, fields, pavilions, picnic areas, playgrounds, trails, tennis courts, outdoor basketball courts, etc. and the cost associated with their maintenance.
1. Difficult to determine benefits received by one user.
  2. Service is equally available to everyone in the community and should benefit everyone.
- D. TIER 2 (BASIC SELECT PROGRAMS) - PARTIAL COST RECOVERY:** These services generally represent a basic level of leisure opportunity available to all residents and that contribute to quality of life in our community. They are generally the more traditionally expected services and where full cost recovery would severely limit or eliminate participation. These programs and services are important to residents and are offset by general fund (tax) contributions. Examples: Therapeutic Recreation camps, pool entry/pass holders or small community center events or activities. Youth sports providers are also classified under Tier 2 as they are not charged for field usage for recreational programs in order to serve the basic programmatic need of the community.
1. Service is equally available to everyone in the community.
  2. Any fees charged shall be viewed as a method to continue to provide basic services.
  3. Fees may be charged to ration limited availability.
  4. Requires facilities, supplies, equipment and/or significant staff planning and supervision specific to the service.
  5. These types of services benefit both the participant and the community due to their educational, cultural or physical value.
  6. The service may use consumable materials.
  7. The service may require added preparation or clean-up.
  8. The service may require contracted services or instruction at an additional cost.
  9. Some of the direct costs of services are borne by the user, while the general fund subsidizes a part of the total indirect cost as well as a portion of the direct costs.
- E. TIER 3 (SELECT PROGRAMS) - FULL COST RECOVERY:** All Tier 3 programs and services are required to maintain revenue at break even. These services generally represent an increased level of leisure opportunity available to residents and visitors that contribute to quality of life in our community. They are primarily expected services that are a "nice to have" for community members and visitors. Programs are generally beginner instructional levels that are more self-paced and where everyone plays. These services may require considerable staff planning and supervision, and benefit both the participant and the community due to their education and/or safety value. These services provide beginning to intermediate levels of instruction and/or may address community wide issues such as health/wellness, youth programs, outdoor education programs, family and senior events and activities. Examples may include community center craft activities, fitness programs, swim lessons, youth sports, etc.
1. Requires facilities, supplies, equipment and/or significant staff planning and supervision specific to the service.
  2. These types of services benefit both the participant and the community due to their educational, cultural or physical value.
  3. The service uses consumable materials.
  4. The service requires added preparation or clean-up.
  5. The service requires contracted services or instruction at an additional cost.
  6. The fee supports the provision of activities of a specific interest or nature.
  7. Fees shall be charged to recover supply costs directly related to the supplemental services.
  8. All of the direct costs and a portion of the indirect costs of services shall be borne primarily by the user, while the general fund subsidizes a small part of the total indirect cost.

**F. TIER 4 (EXCLUSIVE PROGRAMS) - REVENUE PRODUCING COST RECOVERY:** All Tier 4 programs and services are required to maintain revenue above cost of at least 10%. These services are those where the individual participant or user group enjoys the benefits of the service exclusively or a heightened level of service over the basic need. These services may also provide advanced, high levels of personal instruction, are geared at developing personal skills and may have prerequisite skills to participate. Examples include: Cove Point Park Pool entrance, food service or concessions, camping, advanced instructional classes or sessions such as for golf or swimming, private facility rentals/reservations (pavilions/picnic shelters, fields, lighted fields, or indoor venues, etc.), non-departmental activities, trips and standard summer camps.

1. User fees shall recover the direct costs for a service plus (10%+) in order to cover indirect expenditures and other services provided to the community.
2. The level of service attributable to a user is known.
3. Individuals or groups benefit versus the community.
4. Impact of the individual service requested is greater than what is regularly provided (additional trash, required set up, restroom cleaning, electricity/water utilized, etc.).
5. Fees and charges are established based on local market demand.
6. Special services and facilities shall recover costs through policies that minimize and/or eliminate taxpayer dollar support.

## **VII. GENERAL GUIDELINES**

### **A. WHEN THIS MANUAL DOES NOT APPLY**

There are programs and organizations that utilize Calvert County park resources in which this manual will not apply due to organization-specific agreements. These organizations set their fees and manage their own revenues. This manual does not apply to the following unless otherwise stated on CCPR forms, receipts, agreements and other official documents:

1. Calvert Nature Society
2. Board of Education/Calvert County Public Schools
3. Private youth sports providers, leagues or teams

### **B. ANALYZING COSTS**

In order to establish fees and charges, fixed costs and variable costs must be identified.

1. Direct fixed costs are costs associated with the delivery of a specific program. For the most part, the costs would not be incurred if the program were not offered. Examples would be T-shirts, lifeguards, instructors, officials, etc.
2. Indirect fixed costs are sometimes called "overhead costs". These costs are necessary for the functioning of the department but cannot be directly assigned to a particular program or service. These costs would include administrative salaries and benefits, insurance payments, costs associated with purchasing/leasing equipment such as copy machines, maintenance costs for facilities, utilities, etc.
3. Variable costs change according to the number of participants. For example, summer camp variable costs (materials, field trips, transportation, and supplies, etc.) will change as the number of participants increase or decrease.

### **C. DETERMINING FEES**

Fees and charges are evaluated annually using the following process:

1. Determine the service classification (Tiered Cost Recovery Level). Tier 4 requires minimum revenue of 10% above program or service cost.
2. Determine the direct costs of providing the service or program.
  - a. Facility – rental fees, utilities, building maintenance, labor, etc.
  - b. Supplies/equipment/materials/special costs
  - c. Instructor/official expenses/on-site program staff
  - d. Advertising

- e. Special Services – transportation, admission fees, insurance
  - f. Special printing or mailing expenses
3. For Tier I and Tier 2 programs, determine if grants or other alternative funding sources are available to offset costs.
  4. Compare the market rate or current fee being charged for a similar service for a minimum of one and a maximum of three in closest proximity and adjust accordingly based on competitive pricing.
  5. Determine non-resident cost/fee. When the resident rate is established for a program, activity or facility, the non-resident rate shall be a minimum of 20% higher than the established resident rate or fee.
  6. Where appropriate, non-profit organizations within Calvert County will utilize the fees for residents and non-profit organizations outside of Calvert County as well as for-profit organizations will utilize the fees designated for non-residents. Non-profit organizations must provide proof of status and location to apply appropriate fees.
  7. To ensure equitable services and reasonable fees to the public, staff will submit proposed program fee increases in writing to the Director of Parks & Recreation. Annually, the Director of Parks & Recreation will provide an updated fee schedule to the BOCC for review and approval. All fees will remain within the approved fee schedule.

#### **D. SPECIAL EVENTS**

Any special event as referenced in Chapter 82 of Calvert County Code will follow the Special Event Policy and Manual.

#### **E. NEW PROPOSED PROGRAMS OR ACTIVITIES**

Any new program or activity proposed must follow the guidelines below in order to obtain approval from Director of Parks & Recreation. This process may be initiated by supervisory staff with assistance from subordinate staff.

1. Analyze costs as outlined in this document.
2. Determine fees and service classification as outlined in this document.
3. Complete a program pro forma indicating all applicable direct costs and possible revenues. (Appendix 2)
4. Submit to Director of Parks & Recreation for further analysis and approval.

#### **F. REFUNDS**

The following are guidelines for requesting a refund for special events, programs, rentals, facilities and other department amenities. Programs offered and paid for through third-party organizations such as Calvert Nature Society and some youth sports, must contact said organization regarding any refund procedures. The department reserves the right to cancel all reservations providing as much notice as possible. Reservations canceled by the department will receive a full refund unless the cancellation is due to a violation of policy such as non-payment of balance.

It is to be understood that the reservation date or program dates listed on a permit is strictly for the dates listed on the permit. Refunds will not be approved due to poor weather conditions, unless the county closes the program, park or facility due to inclement weather or another emergency.

All refund and date transfer requests must be submitted in writing to the department and be accompanied by a copy of the paid receipt unless otherwise noted. Phone transfers are not accepted. Refund requests or date transfers must be made at least 14 days prior to the reserved date or program start date unless otherwise noted in this section. The prevailing administrative fee will be applied to all refund or transfer requests. Refund requests do not automatically mean approval of a refund. If payment was made by check or cash, then approved refund requests will be received in the form of a county-issued check in approximately four to six weeks unless otherwise noted. Credit card refunds will be processed within five business days, unless the transaction is older than 180 days then a check refund will be issued at that time. The prevailing cancellation/date transfer/refund fee will be applied to all cancellation/transfer requests. Online convenience fees for online purchases are non-refundable.

In lieu of a refund, the department may offer the participant a program credit. The credit may be applied toward the cost of any future recreation program registration, facility rental or activity. No administrative service charges will be deducted when a credit is accepted by the participant. Credit would expire one year from date of issuance. The existence of an account credit per this manual is not eligible for a refund. The Director of Parks & Recreation or designee must authorize all refunds or credits unless otherwise noted in this section.

1. Refunds for Dissatisfaction Claims:
  - a. Apologize for any inconvenience and offer a credit for future use, complimentary pass or replacement of the same or similar item.
  - b. When managing dissatisfaction claims for facility rentals and programs:
    - i. Request must be made in writing within five business days of the date of the reservation or incident to the department for refund or credit to be considered.
    - ii. The Division Chief must be contacted to authorize any refund.
    - iii. To request a refund for programs contracted through another agency or contracted instructor, written notice of approval must be received from that third-party.
  - c. When managing dissatisfaction claims for consumables or merchandise:
    - i. On day of purchase, refund may be made in the same method of payment as the purchase.
    - ii. This dissatisfaction claim does not require a written request on the day of purchase.
    - iii. The Manager on Duty (MOD) must be contacted to authorize any refund.
    - iv. Consumables may only be refunded on day of purchase.
    - v. Merchandise may be refunded up to 15 days after purchase so long as it is unused with tags/identification stickers attached.
  - d. When managing dissatisfaction claims for daily admissions / daily play:
    - i. On day of purchase, refund may be made in the same method of payment as the purchase.
    - ii. Refunds for daily admissions/daily play will only be processed by the MOD in instances where the customer has been at the facility for less than 30 minutes or extenuating circumstances where complimentary passes would not suffice due to a failure in service delivery caused directly by staff.
    - iii. This dissatisfaction claim does not require a written request on the day of purchase.
    - iv. After the day of purchase, refunds may only be approved by the Director of Parks & Recreation.
2. Refunds for Medical Claims:
  - a. Medical refunds for athletic programs will be granted at a prorated amount for the portion of the program missed if a doctor's note is provided. The amount is prorated based on the date that the Department of Parks & Recreation is notified, regardless of when the injury occurred.
  - b. Other medical refund requests must be made by three business days after scheduled activity.
  - c. Refund requests will not include a refund of the administrative service charge if applicable.
3. Refunds for Recreation Programs operated by the department. This section does not apply to aquatics programs:
  - a. No refunds will be given for canceled transactions less than 72 hours prior to the program start date.
  - b. Cancellations requested prior to 72 hours of the program start date will receive a full refund less the prevailing administrative fee.
  - c. Failure to attend a registered class, program or activity will be considered a forfeiture of materials supplied and all fees paid.
  - d. No refunds will be issued for team fees after the league schedule is finalized.
  - e. If the department cancels a program, a full refund will be issued.
4. Refunds for Special Facilities:
  - a. Breezy Point Beach Campground
    - i. Deposit Policy:
      - Reservation Deposit: A deposit of one night of the total booking reservation is required at the time of reservation to secure your campsite.
      - Final Payment: The remaining balance is due no later than 21 days prior to check-in.

ii. Refund Policy:

- Short-Term Camping Reservations (14 nights or less)
  - » Cancellations:
    - i. 21 days or more before arrival: Full refund less the prevailing administrative fee.
    - ii. 14-20 days before arrival: 50% refund of the total booking fee.
    - iii. Less than 14 days before arrival: No refund will be issued.
  - » Early departures: No refunds will be given for early departures or unused nights.
  - » No-show: Reservations will be held until 11 a.m. the following day. If the guest does not arrive or contact us by that time, the reservation will be canceled without a refund.
  - » Weather-related cancellations: Refunds will not be issued due to inclement weather unless the campground is officially closed by management.
  - » Emergency closures: In the event of a mandatory evacuation or campground closure by management, guests will receive a full refund or the option to reschedule their stay.
  - » Rescheduling: Guests may request to reschedule their reservation at least seven days before arrival. The new reservation must be within the same calendar year, and rescheduling is subject to availability.
- Seasonal Reservations (six month)
  - » Cancellations (refunds) requested prior to 31 days from the reservation start date will receive a full refund less a \$150 administrative fee.
  - » Cancellations (refunds) requested between fifteen 15 and 30 days from the reservation start date will receive a full refund less a \$300 administrative fee.
  - » Cancellations (refunds) requested 14 days or less from the reservation start date will not be eligible for a refund.
  - » No prorated refunds will be issued due to inclement weather.

b. Aquatics

i. Programs:

- No refunds will be given for canceled transactions less than one business day prior to the program start date.
- Cancellations requested one business day before the program start date will receive a full refund less the prevailing administrative fee.
- Failure to attend a registered class, program or activity will be considered forfeiture of materials supplied and all fees paid.
- If the department cancels a program, a full refund will be issued.

c. Cove Point Park Pool, Edward T. Hall Aquatic Center and Kings Landing Pool:

i. Refund Policy:

- Season Pass Holders may receive a refund of the purchase price of their pass less the daily admission cost only on the day of purchase.

d. Hall Aquatic Center Rentals:

i. Deposit Policy:

- A 50% deposit is required at the time of booking to secure the rental space.
- The remaining balance must be paid in full at least 14 days prior to the event date.
- If the balance is not received by the due date, the reservation may be canceled, and the deposit forfeited.
- A \$30 fee will be charged for any returned checks due to insufficient funds.

ii. Refund Policy:

- Cancellations made more than 30 days before the event
  - » A full refund, less the prevailing administrative fee, will be issued.
- Cancellations made 15-30 days before the event
  - » A 50% refund of the total rental fee will be issued.
  - » If the space is rebooked by another party, a full refund less the prevailing administrative fee will be granted.
- Cancellations made less than 14 days before the event
  - » No refund will be issued.
  - » If the space is rebooked, a refund of 50% of the rental fee may be granted, less the prevailing administrative fee.
- Weather-Related Cancellations
  - » If the Hall Aquatic Center closes due to inclement weather or an emergency, the renter may choose to:
    - Reschedule the event at no additional cost (subject to availability).
    - Receive a full refund of the rental fee.
- No-Show Policy
  - » If the renter does not arrive within 30 minutes of the scheduled start time without prior notice, the event will be considered a no-show, and no refund will be issued.
- Rental Modifications
  - » Any changes to the reservation (date, time or space) must be requested at least 14 days in advance and are subject to availability.
- Security and Damage Deposit
  - » A \$100 refundable security deposit may be required for certain rentals.
  - » The deposit will be refunded within 10 business days after the event, provided no damages, excessive cleaning or policy violations occur.
  - » If damages exceed the deposit, the renter is responsible for additional charges.

e. Hall Aquatic Center Annual Pool Pass Refund Policy

i. Refund Policy:

Refunds for annual pool passes will only be considered under the following circumstances:

- Medical Reasons: A written request must be submitted along with a doctor's note indicating a condition that prevents continued pool use.
- Relocation: If the pass holder moves more than 25 miles from the Hall Aquatic Center, proof of relocation (such as a lease agreement or utility bill) must be provided.
- Facility closure: If the Hall Aquatic Center is closed for an extended period (more than 30 consecutive days), pass holders may request a prorated refund:
  - » Approved refunds will be prorated based on the number of months remaining on the pass.
  - » The prevailing administrative fee will be deducted from all refunds.
- Refunds will not be issued for:
  - » Lack of use or change of personal circumstances.
  - » Temporary facility closures for maintenance or inclement weather.
  - » Pass suspension or revocation due to violations of facility rules.

- To request a refund:
  - » Requests must be submitted in writing to Aquatics@calvertcountymd.gov with supporting documentation.
  - » Requests will be reviewed within 10 business days.
  - » Approved refunds will be processed within 14 business days of approval.
- f. Chesapeake Hills Golf Course:
  - i. Refund Policy:
    - There are no refunds for annual passes.
    - Tee Times:
      - » Cancellation of a reserved tee time or modification to the original booking number may be made 24 hours or more in advance without penalty.
      - » Cancellations (refunds) requested with less than 24 hours' notice will result in charging the individual booking the reservation for the cart fee(s).
      - » If fewer players than the original booking number checks in at the pro shop, the missing player(s) will result in charging the individual booking the reservation for the cart fee(s).
    - Facility Rentals:
      - » Cancellations (refunds) requested prior to six months from the reservation start date will receive a full refund less the prevailing administrative fee.
      - » Cancellations (refunds) requested between six months to 31 days from the reservation start date will receive a full refund for the rental fee minus the prevailing administrative fee and forfeit the deposit.
      - » Cancellations (refunds) requested between 15 and 30 days from the reservation start date will receive a 50% refund for the rental fee and forfeit the deposit.
- g. Kings Landing Park Wisner Hall:
  - i. Refund Policy:
    - Facility Rentals:
      - » Cancellations (refunds) requested prior to six months from the reservation start date will receive a full refund less the prevailing administrative fee.
      - » Cancellations (refunds) requested between six months to 31 days from the reservation start date will receive a full refund for the rental fee minus the prevailing administrative fee and forfeit the deposit.
      - » Cancellations (refunds) requested between 15 and 30 days from the reservation start date will receive a 50% refund for the rental fee and forfeit the deposit. Cancellations requested 14 days or less from the reservation start date will forfeit all rental and deposit fees paid.

## VIII. FINANCIAL ASSISTANCE GUIDELINES

The department may accept grants, bequests, services in-kind or donations to the county for the purpose of planning, development, maintenance, operations and administration of recreation and park facilities and programs. The BOCC authorizes on behalf of the county, the Director of Parks & Recreation to accept services in-kind and donations of cash or personal property provided the solicitation, acceptance and use of these revenues and/or gifts are consistent with state laws and county code and are in the best interest of present and future Calvert County residents. Any bequests of real estate and all grants must be accepted and approved by the BOCC. All bequests and donations of personal property or real estate, and all grants shall be held, used or disposed in accordance with the terms and conditions under which the bequest, donation or grant is made and accepted in accordance with state law and county code. The Director of Parks & Recreation, County Administrator or BOCC may reject any gift, bequest or services in-kind without cause. A letter acknowledging a gift, bequest or donation is available upon request. The department will not value items donated in an acknowledgment letter.

## **A. GRANTS**

1. Any merit employee of the department is encouraged to investigate the possibilities of securing a grant for department facilities and programs. Researching and investigating grants will be consistent with department /procedures.

## **B. DONATIONS**

1. The department accepts donations of supplies and equipment that may be used within a facility, as part of a program or event.
  - a. Examples of these types of donations may include school supplies, billiard table, exercise equipment, books, art, board games, athletic equipment, etc.
  - b. Items such as clothing, books, linens, etc. must be stored in a sealed container upon receipt of the item. If there is any indication of an item containing pests such as bed bugs, the item will not be accepted.
  - c. An accounting of donations must be provided to the appropriate Division Chief quarterly. This will include date, description, quantity and donor for each donation. This information will then be provided to the Director of Parks & Recreation.
2. The department accepts donations of memorials, park amenities, tributes and related plaques within the park system.
  - a. Examples of these types of donations may include but are not limited to approved trees, benches, flagpoles, playgrounds, picnic shelters, etc.
  - b. Memorial, plaques or tributes shall be an enhancement to the park, be an appropriate memorial and benefit the general public.
  - c. All costs including initial installation, labor and materials are the responsibility of the donor.
  - d. All donations must be submitted for review to the Park & Safety Division Chief or Natural Resources Division Chief based on location. After review, the donation proposal must be submitted to the Director of Parks & Recreation for approval.
  - e. The department has no responsibility for replacement of vandalized, lost or stolen memorials, plaques or tributes.
  - f. In extenuating circumstances, donations may need to be moved or relocated. Every effort will be given to replace near previous site.
  - g. Donations must comply with existing park standards and meet ADA accessibility requirements.
  - h. Donations are for the life and duration of the memorialized product.

## **C. IN-KIND EXCHANGE PROGRAM**

The department may provide or receive assets, goods, and services as consideration in whole or in part for promotional opportunities. The County Attorney's Office will review and approve all agreements. In-kind exchange will not constitute donations or gifts. Procurement transactions related to in-kind exchange agreements shall be exempt from competitive procurement rules. The valuation of goods and services are defined as:

1. County supplied: Goods or services supplied by the department and/or the county will be valued at the current fee listed on the department's fee schedule.
2. Entity supplied: Goods or services supplied to the department will be valued at fair market value.

## **D. DISCOUNTS AND WAIVERS**

This section of the manual may only be amended by a resolution of the Board of County Commissioners. Most county operated or designated programs and events shall be fee exempt. The Director of Parks & Recreation shall make such determination. On some occasions, fees and charges may be reduced as an in-kind exchange when such action is determined by the Director of Parks & Recreation to be in the best interest of Calvert County and the specific program waiver request (in-kind exchanges) is executed by agreement and follows the in-kind exchange program above.

### **Military Discounts:**

These discounts are available only to county residents. The minimum discount is \$1, and the maximum is \$50 on regular-priced goods and services provided directly by the Department of Parks & Recreation year-round.

- Retired military: 10% discount
- Active-duty military: 50% discount

### **Non-Profit Organizations:**

A standard 50% discount is provided for non-profit organizations on items designated in the fee schedule, with a maximum discount of \$50 on services provided directly by the Department of Parks & Recreation year-round.

### **Exclusions from Discounts:**

Discounts exclude goods and services offered by third parties such as the Calvert Nature Society, private service providers, independent contractors, already discounted or promotional prices, youth programs like summer camps, sports or swim lessons and alcohol or tobacco products.

### **Promotional Discounts and Fee Waivers:**

Promotional discounts or fee waivers may be offered periodically for programs in Tiers 2, 3 and 4 as part of the Department's Marketing and Outreach Plan, with support from the Department of Communications & Media Relations. There is a need to publicize, advocate and attract attention to an organization, enterprise, objective, activity, event, action, goods or services employing a combination of methods that include but are not limited to: coupons; sales; celebrity endorsements; advertising; events; sponsorships; contests; rebates; free samples; catalogs; social media; donations; and direct mail. All promotional discounts or fee waivers require approval by the Director of Parks & Recreation.

### **Governmental Programs and Agencies:**

This policy will review fee waiver requests for meetings at park facilities for governmental programs and agencies conducting official government business or public outreach in the best interest of the county (Calvert County departments, Calvert County Sheriff's Office, Calvert County Election Board, Board of County Commissioners approved boards and committees, etc.). All requests must be provided in writing 14 days in advance to the Director of Parks & Recreation. Liability insurance may be required and must be paid for by the permit holder.

### **Special Considerations:**

Calvert County will consider requests to provide non-monetary support via fee waivers to aid a Calvert County resident with an urgent life-threatening condition that are in need of hosting a fundraising activity or for memorial events for individuals for which a county park has been named after. The department may require reimbursement of direct costs to the county. Waiver requests will not be considered for approval if they have a negative financial impact on revenue or entail extensive direct costs to the county.

### **Board Approval:**

Fee waivers not listed in this section are at the sole discretion of the Board of County Commissioners and/or County Administrator or designee. Prior approval by the Board of County Commissioners and/or County Administrator or designee is required for all fee waiver requests, which must be submitted in writing to the Director of Parks & Recreation. Department programs have scheduling priority.

## **E. THERMAN GRAY MEMORIAL SCHOLARSHIP**

The Therman Gray Memorial Scholarship is classified into two programs, financial hardship and continuing education. Funding for these programs is allocated through donations and fundraising activities such as golf tournaments and special events. The proceeds are accounted for through Calvert County's Finance and Budget system. Scholarship awards are based on applications received and funding available. Completing a scholarship application does not automatically approve the funding request.

1. **Financial Hardship:** It is the philosophy of the Board of Commissioners and the department that those residents who desire to participate in parks and recreation camps, programs, activities, lessons or sport leagues should not be denied that opportunity due to financial hardship. An individual or family may qualify for up to 75% reduction in cost, not to exceed \$500 per calendar year. The scholarship program is not valid for campsite rentals, concession sales, daily or seasonal admissions, equipment rentals, facility rentals, golf fees, pavilion rentals, picnic shelters and programs not operated by the department. The Scholarship Form must be completed in its entirety and stated proof of need must be attached to be eligible for approval.

2. Continuing Education: In an effort to provide the opportunity for young adults to pursue a career in the field of parks and recreation, this program offers an annual scholarship award of \$1,000 to a graduating senior in public, private or homeschool high school in each district of Calvert County. The applicant must be pursuing an undergraduate degree in recreation management, leisure studies, turf management, sports administration, natural resources management or similar undergraduate program.

## **IX. ACCOUNTING FOR ALL REVENUES**

The department will be collecting fees and charges as a result of this document. The collection, control, record keeping, expenditures and accountability of all revenues and property will follow state laws, county code, and finance and budget accounting and auditing procedures and policies.

### **A. SPECIAL REVENUE FUNDS**

When appropriate, special revenue funds shall be established to provide greater flexibility in the management of revenue-producing facilities and programs. These funds are governed by the following policy:

1. Revenues collected shall be deposited daily in a fund separate from the General Fund. Revenues collected will be used to conduct the revenue-producing program/facility or improve the recreation services to the user.
2. The Department of Finance and Budget will maintain official records as required by law. The department will maintain detailed and separate account ledgers for each facility and program activity in order to provide day-to-day control of revenues and expenditures.
3. The costs of operating the revenue producing facilities and programs will be charged against the Special Revenue Fund(s). Unspent monies left in the fund as of June 30 will be carried forward to the next fiscal year or as otherwise directed by the Board of County Commissioners.

## **X. PERIODIC REVIEW**

The department shall review this Revenue and Fee Manual and all fee schedules periodically to ensure equitable services and reasonable fees to the public. This Revenue and Fee Manual shall also be reviewed by the County Attorney's Office periodically to ensure legality and proper procedures. A written report will be presented by the Director of Parks & Recreation upon request of the County Administrator.