

## FA.7 Customer Payment

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### PURPOSE

This policy sets out guidelines relating to the various payment options available to customers at The Works.

### SCOPE

This policy applies to all customer payment options at The Works.

### POLICY STATEMENT

- I. Payment must be received in full prior to receiving programs or services at The Works.
  - i) Customers can pay drop-in, membership or program registration fees with cash, credit, debit card or The Works Gift Card.
  - ii) The Works will not accept personal cheques as a form of payment
- II. Other Payment Options
  - a. Pre-authorized deductions are available for certain programs and memberships at The Works. Bank, credit card or payroll deductions may be taken bi-weekly, monthly or prior to the start of a program. Not all deduction options are available for all programs. Customers are responsible for reviewing guidelines and procedures regarding deductions, including the cancellation process. This information is available at The Works Customer Service Desks and on The Works website.
  - b. The Works Money - Payments can be made using The Works Money at both the Field House and Aquarena for services or products. The Works Money is not accepted at Tim Hortons. The Works no longer issues The Works money but will accept issued Money that is in circulation.
  - c. The Works Gift Card- Payments can be made using The Works Gift Card at both the Field House and Aquarena for services or products. The Works Gift Card is not accepted at Tim Hortons. The Works Gift Cards are issued and tracked through RecTrac. Gift Cards cannot be redeemed for cash, they will not expire, and the balance will remain until it is used. Change will not be issued. Refunds/Credits will not be issued for Gift Cards.
  - d. The Works Visit Passes & Advanced Tickets - Customers can purchase visits in advance and have them loaded on their membership card. These visits will not expire. The Works previously issued advanced tickets, any tickets in circulation will be accepted as payment for admission.

### AUTHORITY

The Manager of Finance is responsible to the Director/General Manager for the administration of this policy.

### RESPONSIBILITY

The Manager of Fitness and the Manager of Aquatics are responsible for the communication and training of employees in regard to customer payment guidelines.

Customer Service Staff at the Customer Service Desks are responsible for ensuring that proper customer payment procedures are followed and that customers are advised of deduction procedures and processes.