



**Jefferson County**  
**Parks and Recreation**  
*Serving the Community*

*Matthew L. Tyler, Manager  
Jefferson County Public Works  
Parks and Recreation Division  
P.O. Box 2070  
1322 Washington St.  
Port Townsend, WA 98368*

Memorandum

July 25<sup>th</sup>, 2006

Re: Reservation and Payment Process

To: Staff and General Public

From: Matt Tyler

**Facility Reservations**

*General Public/Picnic Shelters/Fields/Pavillion*

- A reservation is not complete until payment is made in full.
- For walk in customers, complete the reservation online, and collect the appropriate fee.
- For phone in customers, we will hold a reservation for 3 business days so the person can get the payment to us.
- Preferred method of payment: mailing a check to Accounts Receivable, Public Works, POB 2070, Port Townsend, 98368 with a note on it indicating the date, the reservation name, and the location of the reservation.
- When taking a reservation, type all the information in that you can get, enter the cost of the reservation, and quote that cost to the customer. Use a unique public display name the person will recognize and tell them to check their reservation on our website. An email is very important but not required, advise the person that a confirmation will be sent to them via email if they have it and paper if they do not.
- Remind the person to refer to their reservation by their unique public display name.
- When the payment arrives, accounting will open the reservation and write: paid, the check number, the date, and any other information in the notes section
- If the payment arrives via walk in to the Rec. Center, then it should be sent directly to the accounting department for processing. Rec Center staff should not process these payments.
- When the payment is complete accounting will send an email to the Parks and Recreation Manager and to the customer. The email or US mail will include a copy of our rental policies.
- If there is no email, accounting will send a copy of the reservation to the customer via US Mail
- The parks and recreation manager or their delegate will check the current reservation for the payment and will contact customers who are overdue for payment. If contact is not made, a note will be made in the notes page and the date will be removed from the reservation. This will allow the history of the reservation to be accessed even though it has no date.
- Whenever a new reservation is made, a new calendar for that facility will be printed and placed in Molly and Phil's boxes. Molly or Phil will post that calendar at the facility.

[mtyler@CountyRec.com](mailto:mtyler@CountyRec.com)

Phone 360-385-2221 Fax 360-344-3341

### *Special Reservations for Schools, Clubs or Other Groups*

- Matt or Nancy will take the reservation, enter it into the computer, communicate with concerned parties, and arrange a due date for payment. The payment due date will be entered into the notes section of the website.
- Matt will email accounting that will mail an invoice to the customer indicating the amount and the due date.
- When the payment arrives, send the payment directly to the accounting department for processing.

### *Program Registrations*

- Program registrations can be taken over the phone using the following process
  - Take the registration information and fill out a registration form for the person
  - Tell them you will be mailing them the form for their signature and they can send it back with their check, and that the registration is not complete until we get the check and the signed form
  - Mail the form with a SASE to them and a note.
- ENTER ONLY PAID or SCHOLARSHIP PROGRAM REGISTRATIONS INTO THE DATABASE
- Program registrations will be entered into the data base by Rec Center Staff. Registrations that are sent directly to Public Works will be opened, date stamped, copied, and places in the recreation managers box. The copies of the registrations will be kept in a 3 ring binder by date they are received.