#### GLENCOE PARK DISTRICT Committee of the Whole Meeting Wednesday, July 13, 2022 | 7:00pm

Consistent with the requirements of the Illinois Compiled Statutes
5 ILCS 120/1 through 120/6 (Open Meetings Act), notices of this meeting were posted.
Location of the meeting Takiff Center, 999 Green Bay Rd, Glencoe, IL 60022

The Board of Park Commissioner's President determined that an in-person meeting is not practical or prudent due to the issuance by the Governor of a disaster declaration related to public health concerns in all or a part of the jurisdiction of the District, and the President stated that physical presence at the meeting location was determined by the District to be unfeasible due to the disaster. If you prefer to attend in-person, please enter Takiff Center around the back at the main entrance. Please note that Commissioners will be attending via Zoom, and Executive Director Lisa Sheppard will be attending in-person.

#### AGENDA

- I. Call to Order
- II. Roll Call
- III. Matters from the Public
- IV. Discussion on potential for pickleball courts on Watts Ice Rink
- V. Discussion on Lakefront Park playground and racquet courts
- VI. Presentation on easement for park property in front of 538 Green Bay Road
- VII. Discussion on policy updates
- VIII. Other Business
- IX. Executive Session
  - a. Personnel Topic 5ILCS 120/2(c)(1)
- X. Adjourn

The Glencoe Park District is subject to the requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend this meeting and who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of the meeting or facilities, are asked to contact the Park District at 847-835-3030. Executive Director email: lsheppard@glencoeparkdistrict.com

The Board of Park Commissioners welcomes public comments during all meetings.

#### Key rules governing participation

All comments will be limited to three (3) minutes per person and no longer than 30 minutes for all comments.



# IV. Discussion on potential for pickleball courts on Watts Ice Rink

Glencoe Park District
July 5, 2022 Committee of the Whole Meeting

## **MEMORANDUM**

**TO:** Board of Park Commissioners

**FROM:** Lisa Sheppard, Executive Director and Kyle Kuhs, Director of Parks and Planning **SUBJECT:** Preliminary results and information about pickleball demo court installed at Watts

**DATE:** June 27, 2022

When we were gathering comments on pickleball courts at Lakefront Park, a recurring theme came up in regards to the topic. The community has a desire for four to six courts at one location, the location does not have to be Lakefront Park, but somewhere in Glencoe. Pickleball is a very social game and there was a desire to have dedicated pickleball courts in the same area to meet that need.

I challenged my team to see if there was a way to provide this amenity without removing tennis courts. We came up with the possibility of installing courts in the large Watts ice rink.

On Monday, June 20, Homecourt Advantage of Northbrook installed a test pickleball court on the main ice rink at Watts for the district to evaluate and consider as a potential option for addressing the community's desire for a dedicated pickleball court location. This company has been in the sport court business for 40 years, however the pickleball product has been on the market for a year or so.

The product that was installed is called Pickle Grip. Pickle Grip is a new product designed specifically for the sport of pickleball. It is a modular system that can be installed and removed as needed. It differs from traditional modular systems which are made of rigid plastic and have been known to produce unfavorable playing conditions. The Pickle Grip material is infused with rubber to give it better traction, cushion, and grip to more closely match that of an asphalt court.

We are also doing our due diligence and investigating other pickleball floor products as well. Given our on-going research for the best product, we would not be moving forward with these courts, if the Board agrees with the concept, until next spring.

The main rink at Watts could accommodate six courts and is in a location where sound concerns are mitigated by the minimal number of neighbors in close proximity and the presence of mature evergreens along that property line helping to deaden the noise.

#### Estimated upfront costs:

•	6 Pickle Grip courts installed	\$	90,000
•	20' shipping container to store the tiles in the off-season	\$	4,000
•	6 high quality pickleball	\$	15,000
•	Freestanding court dividers	\$	1,500
•	Total Upfront Cost Estimate	\$ '	110,500

#### Ongoing costs would be:

•	Total Annual Cost Estimate	\$ 4,800
	residue from the hockey season prior to pickleball installation	\$ 800
•	Rental of a commercial floor scrubber to remove paint/chalk	
•	Professional installation and removal	\$ 4,000



## **MEMORANDUM**

For reference, the estimated cost of installing six brand new pickleball courts in a new location would be \$500,000-\$750,000. Crack filling and color coating every 3-5 years is an estimated cost of \$50,000.

Staff has been scheduling groups and players from the pickleball community to test the court and provide feedback. After a few test sessions, the feedback has been generally positive. Staff handed out a short questionnaire with four quantifiable questions and one general feedback question. Staff continues to schedule with groups this week to get a larger sample of responses and we will have a summary of those questionnaires at the July 5 committee meeting.

#### **Recommended Discussion:**

A consensus from the Board that they would consider this as a potential pickleball location in spring/summer/fall and staff should continue with its due diligence.



# V. Discussion on Lakefront Park playground and racquet courts

Glencoe Park District
July 5, 2022 Committee of the Whole Meeting

## **MEMORANDUM**

**TO:** Board of Park Commissioners

**CC:** Kyle Kuhs, Director of Parks and Planning

**FROM:** Lisa Sheppard, Executive Director **SUBJECT:** Lakefront Park Playground and Courts

**DATE:** 6/27/2022

Lacey Lawrence and Steve Konters from Hitchcock Design Group will be here to present the Lakefront Park playground and court designs after making changes based on the information we heard from the community and at committee meetings.

#### **Playground**

We are presenting two design options. Our goal is to make our playgrounds different, so that children can have a different play experience at each park. We have heard the desire to have equipment with a lower profile so that views of the lake are not obstructed, and a design that blends into the park and provides creative play for children aged two to ten years.

Attached are the two design concepts. Formal approval of the designs should be approved at the July Board meeting.

#### Courts

The Board has received extensive feedback on the courts. It is now time to decide what the Board would like to do with the racquet courts.

Court options using current footprint:

- Same court layout (not recommended-does not meet proper specifications)
- Two double tennis courts/lined also for singles
- One doubles and two single courts
- One doubles, one single, and two pickleball courts
- At an earlier meeting, the Board eliminated more than two pickleball courts from consideration.

Some things to note as you consider these options:

- We currently have pickleball court lines and portable nets on the following tennis courts: Central, West, Watts, and Shelton.
- We have a PARC grant in process for West Park that would include two dedicated pickleball courts.
- We have a proposal before the Board to install six dedicated pickleball courts on the large Watts ice rink (for spring/summer/fall)
- We received complaints lately that our tennis courts are being heavily used for pickleball, making it hard to find time for tennis. (Should we consider this a site for tennis only?)

#### **When Would Construction Take Place**

No construction would take place on this project until 2023. Approving the plans in July will allow us ample time to do the final drawings, secure necessary permits, coordinate with the Village, and bid the project out with a start date of March/April 2023 with substantial completion prior to July 3, 2023.

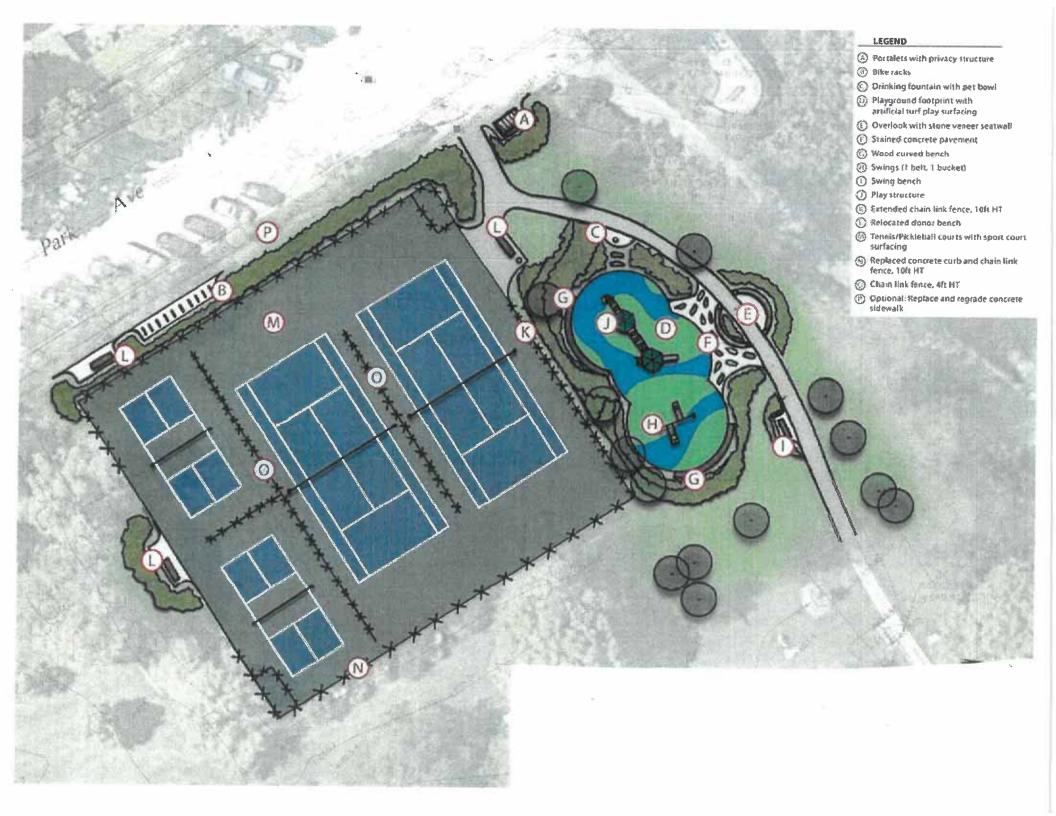




















# VI. Presentation on easement for park property in front of 538 Green Bay Road

Glencoe Park District
July 5, 2022 Committee of the Whole Meeting

## **MEMORANDUM**

**TO:** Board of Park Commissioners

**CC:** Kyle Kuhs, Director of Parks and Planning

FROM: Lisa Sheppard, Executive Director

SUBJECT: Park district property in front of 538 Green Bay Road

**DATE:** 6/28/2022

Attached for your review are the legal description of easement, supplement to easement agreement and the proposed plan for addressing the storm water management needs for the park district property in front of the 538 Green Bay Road property.

The storm water management plan (attached) was designed with a calculation for a 10-year storm runoff and pipe capacity. This plan has been reviewed with the Village engineering staff.

Importantly and as designed, the system is stand alone and there will be no connection to the storm water lines serving the new homes. It is completely gravity fed and will require little or no ongoing maintenance. It would become the park district's system once completed.

There will be some minor grading needed and open trench for laying the new pipe. The disturbed areas will be restored to their current lawn-only condition when completed. Kyle and I looked at the storm water management plan and have no issues.

Also attached is the revised legal description for the easement as it exists today. It was prepared by their licensed land surveyor and reviewed by both their and our legal counsel for accuracy. Note that the 1926 easement document does not define the location of the easement, so this will help lock that in.

Assuming both the proposed drainage plan and legal description are acceptable to the Board, a supplement to easement document is attached that will establish the legal description, expand the grantee's right to run utilities in the easement and set forth their obligation to complete the installation of the storm drainage system as proposed, and to cover the park district's costs of review and approval.

The park district requested a supplement to the existing document, given its age, rather than drafting a completely new easement document.

I have also included a letter from the Village regarding their process.

This is the first review. If there are no changes this will be included with the consent agenda items at the July Board meeting.



#### SUPPLEMENT TO EASEMENT

THIS SUPPLEMENT TO EASEMENT (this "Agreement") is made and entered into this $\_$	day of	_, 2022 by
and between the Glencoe Park District ("District") and Steven R. McGuire ("McGuire"	), owner of rec	ord of the
property located at 538 Green Bay Road, Glencoe, Illinois 60202, with an effective da	te of August 1,	2022.

#### RECITALS

- A. The District is the owner of real property on Green Bay Road in Glencoe, Illinois measuring 80' x 165' and legally described on Exhibit A attached hereto and made a part hereof (the "District Property").
- B. McGuire is the owner of the real property commonly known as 538 Green Bay Road, Glencoe, Illinois and legally described on Exhibit B attached hereto and made a part hereof (the "McGuire Property").
- C. Pursuant to an Indenture attached hereto as Exhibit C dated February 2, 1926 and recorded February 25, 1926 as Document No. 1066894 (the "Indenture) in the office of the Cook County Recorder of Deeds (the "Easement"), the then owner of the District Property granted to the then owner of the McGuire Property a 20' wide easement for access and egress from Green Bay Road (previously described as Glencoe Road) over and across an undefined portion of the District Property.
- D. Subsequent to the recording of the Indenture in 1926, the exact location of the 20' Easement on the District Property was established by the parties in practice, is identified in the drawing attached as Exhibit D attached hereto and is legally described as:
  - AN EASEMENT FOR INGRESS AND EGRESS AND PUBLIC AND PRIVATE UTILITIES OVER THE NORTHWESTERLY 20.00 FEET OF THE SOUTHEASTERLY 98.02 FEET OF THE NORTHEASTERLY EIGHTY (80) FEET OF THAT PART OF LOTS FOUR (4), EXCEPT NORTHWESTERLY 40 FEET THEREOF, AND FIVE (5) AND OF THE NORTHEASTERLY ONE-HALF OF LOT SIX (6) LYING SOUTHWESTERLY OF THE SOUTHWESTERLY LINE OF GLENCOE AVENUE, IN BLOCK 21 IN GLENCOE, A SUBDIVISION OF SECTION 7, TOWNSHIP 42 NORTH, RANGE 13, EAST OF THE THIRD PRINCIPAL MERIDIAN, IN COOK COUNTY, ILLINOIS
- E. The District and McGuire desire to enter into this Agreement to supplement the terms of the Easement to provide for:
  - 1. The establishment by legal description the formal location of the Easement as set forth above and provided in Exhibit E,
  - Expanding McGuire's permitted uses in the Easement to include the installation and maintenance of
    public and private utilities below grade to serve no more than two new single-family homes to be
    built on the McGuire Property.
  - 3. Affirming McGuires right under the Indenture to improve and maintain at its sole expense a private driveway in the Easement to no more than two new single-family homes to be built on the McGuire Property.

#### **OBLIGATIONS OF MCGUIRE TO DISTRICT UNDER THIS AGREEMENT**

- A. Within 120 days from the Effective Date, McGuire shall complete at its sole expense, under the supervision of the District and requirements of the Village of Glencoe, the storm water improvements (the "Improvements") designed by Bono Consulting set forth in Exhibit F on the District Property with the District Property being restored to its pre-construction state.
- B. Upon completion of the Improvements by McGuire and acceptance of the Improvements by the District, the District shall assume the ownership and ongoing maintenance of the Improvements.
- C. Prior to the recording of this Supplement To Easement Agreement with the Cook County Recorder of Deeds by the District, McGuire shall reimburse the District for its costs for legal services/attorney and related fees associated with the review, approval and recording of this Agreement.

#### **GENERAL PROVISIONS**

A. Notices. Any notice required to be given under this Agreement must be in writing and must be delivered (i) personally, (ii) by a reputable overnight courier, (iii) by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid, or (iv) by E-mail. E-mail notices will be deemed valid and received by the addressee only upon explicit or implicit acknowledgement of receipt by the addressee. Unless otherwise expressly provided in this Agreement, notices will be deemed received upon the earlier of (a) actual receipt; (b) one business day after deposit with an overnight courier as evidenced by a receipt of deposit; or (c) three business days following deposit in the U.S. Mail, as evidenced by a return receipt. By notice complying with the requirements of this Section A, each party will have the right to change the address or the addressee, or both, for all future notices to the other party, but no notice of a change of addressee or address will be effective until actually received.

If to the District

Glencoe Park District

Attention: Executive Director

998 Green Bay Road Glencoe, Illinois 60022

If to McGuire

Steven McGuire

C/O Peter B. Cummins 30 Green Bay Road Winnetka, IL 60093

- **B.** <u>Amendment.</u> No amendment or modification to this Agreement will be effective until it is reduced to writing and approved and executed by the governing board and/or authorized representative of each party to this Agreement in accordance with all applicable statutory procedures.
- C. Authority to Execute. McGuire hereby warrants and represents to the District that: (i) McGuire is the record and beneficial owner of the fee simple title to McGuire Property; (ii) no other person has any legal, beneficial, contractual, or security interest in the McGuire Premises; (iii) McGuire has the full and complete right, power, and authority to enter into this Agreement, to agree to the terms, provisions, and conditions set forth in this Agreement; (iv) all legal actions needed to authorize the execution, delivery, and performance of this Agreement have been taken; and (v) neither the execution of this Agreement nor the performance of the obligations assumed by McGuire will violate any statute, law, restriction, court order, or agreement to which McGuire or the McGuire Property are subject.
- **D.** Recording. The District will record this Agreement with the office of the Cook County Recorder of Deeds promptly following the approval and full execution of this agreement by the parties.
- E. <u>Non-Waiver</u>. McGuire and the District shall be under no obligation to exercise any of the rights granted to each of them in this Agreement. The failure of either party to exercise at any time any right granted to such party shall not be deemed or construed to be a waiver of that right, nor shall the failure void or affect either party's right to enforce that right or any other right.
- F. No Waiver of Tort Immunity. Nothing contained in this Agreement shall constitute a waiver by the District of any right, privilege or defense which it has under statutory or common law, included but not limited to the Illinois Local Governmental and Governmental Employees Tort Immunity Act, ILCS 10/1-101 et seq.
- G. <u>Severability</u>. If any provision of this Agreement is construed or held to be void, invalid, illegal, or unenforceable in any respect, the remaining part of that provision and the remaining provisions of this Agreement shall not be affected, impaired, or invalidated thereby, but shall remain in full force and effect. The unenforceability of any provision of this Agreement shall not affect the enforceability of that provision in any other situation.
- **H.** Interpretation. This Agreement shall be construed without regard to the identity of the party who drafted the various provisions of this agreement. Moreover, each and every provision of this Agreement shall be construed as though all parties participated equally in the drafting of this Agreement. As a result of the foregoing, any rule or construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.
- Survival. All representations and warranties contained herein shall survive the execution and recordation of this Agreement and shall not be merged.
- J. Entire Agreement. This Agreement constitutes the entire Agreement.

K. No Third-Party Beneficiaries. No claim as a third-party beneficiary under this Agreement by any person		
may be made, or be valid, against the District or McGuire.		
<b>IN WITNESS WHEREOF</b> , the parties hereto have caused this instrument to be executed on the date first above written.		
STEVEN R. MCGUIRE:	GLENCOE PARK DISTRICT:	
	Ву:	
ATTEST:		
Ву:	Ву:	
lts:	lts:	
its	its:	

#### **ACKNOWLEDGEMENTS**

STATE OF ILLINOIS

COUNTY OF COOK

I, the undersigned, a Notary Public in and for Cook County, Illinois, do hereby certify that Lisa M. Brooks, personally known to me to be the President of the Glencoe Park District Board of Commissioners, and Lisa Sheppard, Executive Director of the Glencoe Park District, personally known to be the same persons whose names are subscribed to the foregoing Agreement, each appeared before me this day in person and acknowledged that they signed and delivered the Agreement pursuant to the authority given to the Board of Commissioners, as their free and voluntary act and as the free and voluntary act and deed of the Glencoe Park District, for the uses and purposes set forth in the Agreement.

Giencoe Park District, for the uses and purposes set forth in the Agreement.	
Given under my hand and official seal thisday of, 2022.	
Notary Public	
STATE OF ILLINOIS	
COUNTY OF COOK	
I, the undersigned, a Notary Public in and for said County, in the State aforesaid, do hereby certify the Steven R. McGuire, personally known to be the owner of record of property at 538 Green Bay Road Glencoe, Illinois, 60022, and Peter Cummins, personally known to me to be a Real Estate Broker we properties and personally known to me to be the same persons whose names are subscribed to the foregoing Agreement, each appeared before me this day in person and acknowledged that, as the Property Owner and Real Estate Broker, they signed and delivered the Agreement, pursuant to the authority given by the Owner of Record, as their free and voluntary act and as the free and voluntary and for the uses and purposes set forth in the Agreement.	l in tith the the the
Given under my hand and official seal thisday of, 2022.	
<del></del>	
Notary Public	

#### Exhibit A

#### **GLENCOE PARK DISTRICT PROPERTY**

The north Easterly Eighty (80) feet of that part of Lots Four (4) and Five (5) and of the North Easterly one-half of Lot Six (6) lying South Westerly of the South Westerly line of Green Bay Road in Block Twenty-one (21) in Glencoe, being a strip of land Eighty (80) feet wide measured at right angles to and adjoining the South Westerly line of Green Bay Road

PERMANENT INDEX NUMBER: 05-07-216-015-0000.

#### Exhibit B

#### MCGUIRE PROPERTY COMMONLY KNOWN AS 538 GREEN BAY ROAD, GLENCOE, ILLINOIS

BEING A RESUBDIVISION OF LOT 4 (EXCEPT NORTHWESTERLY 40 FEET AND NORTHEASTERLY 80 FEET OF SAID LOT 4), LOT 5 (EXCEPT NORTHEASTERLY 80 FEET OF SAID LOT 5) AND NORTHWESTERLY 33 FEET OF LOT 6 (EXCEPT NORTHEASTERLY 80 FEET THEREOF), IN BLOCK 21 IN GLENCOE, A SUBDIVISION OF SECTION 7, TOWNSHIP 42 NORTH, RANGE 13, EAST OF THE THIRD PRINCIPAL MERIDIAN, IN COOK COUNTY, ILLINOIS

PERMANENT INDEX NUMBERS: 05-07-216-012-0000

05-07-216-013-0000

#### Exhibit C

February 2, 1926 Indenture

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#### Exhibit D

538 Green Bay Road, Glencoe McGuire Subdivision With EASEMENT Depicted

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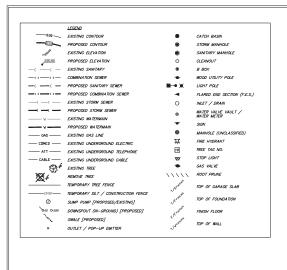
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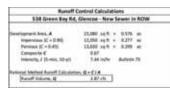
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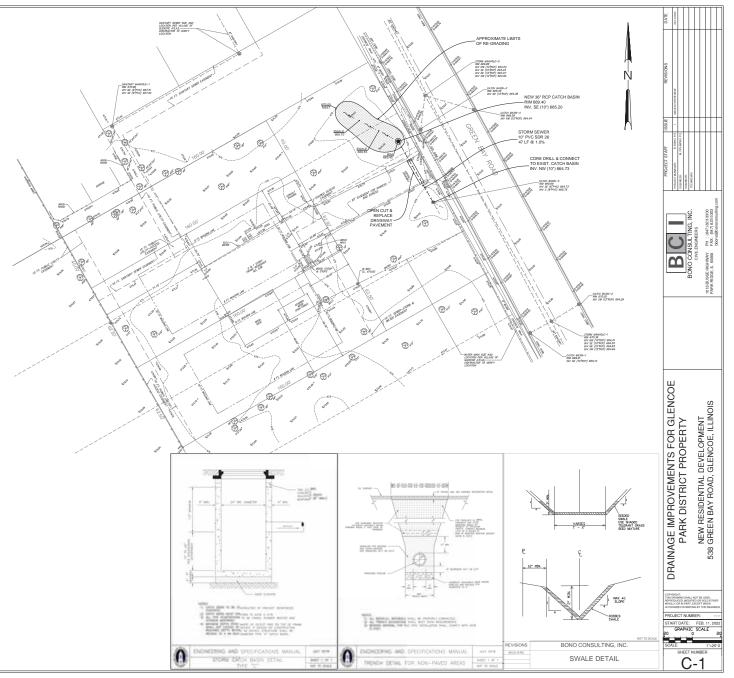
#### Exhibit F

Bono Consulting Plan For Stormwater Management Plan For DISTRICT Property









# VII. Discussion on policy updates

Glencoe Park District
July 5, 2022 Committee of the Whole Meeting

# **MEMORANDUM**

**TO:** Board of Park Commissioners

**CC:** Department Heads

FROM: Lisa Sheppard, Executive Director

**SUBJECT:** Policy changes **DATE:** 6/29/2022

In reviewing our policies and recent changes to the law and environment, staff is recommending the following policy changes (documents attached) to be discussed and then approved at the July Board meeting.

Board Policy Manual (Page 21):
 3.21 Nepotism and Hiring of Former Commissioner

Financial Policies & Procedures Manual: Purchasing Policy
 Financial Policies & Procedures Manual: Fixed Asset Policy

• Financial Policies & Procedures Manual: Refund and Prorating Procedures



#### **Excerpt from Board Policy Manual...**

#### 3.21 Nepotism and Hiring of Former Commissioners

as well as the roles and responsibilities of members of the Board. The following methods shall be employed:

 The new member shall be given selected material on the duties and responsibilities associated with Board membership. These materials shall include, but are not limited to:

Exhibit A attached to this policy.

- The Board Secretary shall supply materials pertinent to the first official meeting of the Board following election or appointment, and shall explain its function and utilization.
- The incoming Board member shall meet with the Executive Director and various staff members that the Executive Director designates to discuss services the Commissioners perform for the Board and the District.
- As soon as practical after the new Board member assumes office, an orientation meeting with the Executive Director will be held to acquaint the new member with details of District operation.
- The Executive Director will arrange for a tour of parks and facilities with the new Board member.
- The Board may wish to bring in a consultant to help Commissioners understand their role as Commissioners for the Glencoe Park District.

Exhibit A: New Board Member Orientation Information

- Board Orientation Binder
- 2. Budget Binder for the Current Fiscal Year
- 3. Crisis and Emergency Operations Plan Binder
- 4. Glencoe Park District Board Policy Manual
- Ancel Glink's "Illinois Park District Law Handbook"
- 6. IAPD's "The Park District Code" Handbook on Illinois Park District Law

#### 3.21 Nepotism and Hiring of Former Commissioners

Relatives of seated Park Board Commissioners are <u>not</u> eligible for <del>seasonal, part-time,</del> <del>or</del> full-time employment with the Park District. <u>Should a relative be hired for seasonal or part time employment, the Commissioner will refrain from contacting the supervisor in reference to personnel matters regarding the relatives employment. The District shall not hire a former commissioner, or relative of any seated or former commissioner for full-time employment. The term former commissioner is defined as a commissioner from the end of the person's term through a period of five years.</u>

For purposes of interpreting the District's nepotism policy, the term "relative" is defined as spouse, civil union partner, parent, step-parent, siblings, children, step-children, grandchildren, step-grandchildren, nieces and nephews and the term "former Commissioner" is defined as a Commissioner from the end of the person's term through a period of five years.

#### 3.22 Vacancies in Office

# **Board Policy Manual**

Updated and Approved by the Board of Park Commissioners:

2/19/2019

9/11/2018

6/19/2018

9/17/2013

8/28/2012

6/16/2009



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#### Glencoe Park District Purchasing Policy

Approved by the Board of Park Commissioners: <u>July 5, 2022,</u> November 15, 2016, July 20, 2010, September 16, 1986

- **1.0** Overview. The Park District's Purchasing Policy establishes the guidelines under which all purchases must be made. This policy adheres to all requirements of Section 8-1(c) of the Park District Code and outlines administrative staff guidelines for purchasing. It is the intent of this policy that the Park District conducts business fairly and equitably while remaining fiscally responsible to its taxpayers.
  - 1.1 All purchases must be in the best interest of the Park District. To ensure competitive pricing, an Authorized Vendor List should be regularly updated and consulted for the best sources of specific items purchased on a regular basis. Local vendors and merchants will be used if at all possible, subject to compliance with the specific requirements of this Policy.
  - 1.2 In any case of a real or apparent conflict of interest, employees and trustees are forbidden from participating in the selection, award or administration of a contract.

Any contractors who assist in developing or draft specifications, requirements, statement of work or requests for proposals are forbidden in competing for such procurements.

- 1.3 All purchases in excess of \$2,500 3,000 are to be made by authorized Park District personnel on approved purchase order forms.
- 1.31.4 Purchase order forms shall be issued for all purchases in excess of \$2,5003,000 for supplies, services, capital improvements, repairs, etc. procured for Park District purposes. Exceptions may include, but are not limited to, utilities, bond and interest payments, insurance premiums, monthly service agreements, payments to NSSRA, certain contractual payments for professional services (i.e. attorney and architects), inservice training, and payroll-related expenditures.
- **Governance.** The purchasing policy is governed by Section 8-1 (c) of the Park District Code which specifically empowers the Park District "to acquire by gift, legacy, or purchase any personal property necessary for its corporate purposes provided that all contracts for supplies, materials or work involving an expenditure in excess of \$25,00030,000 shall be let to the lowest responsible bidder, after due advertisement, excepting contracts which by their nature are not adapted to award by competitive bidding", such as the following:
  - Contracts for the services of individuals possessing a high degree of professional skill where the ability or fitness of the individual plays an important part
  - Contracts for the printing of finance committee reports and departmental reports
  - Contracts for the printing or engraving of bonds, tax warrants, and other evidence of indebtedness
  - Contracts for utility services such as water, light, heat or telephone
  - Contracts for the purchase of magazines, books, periodicals, pamphlets and reports

- Use, purchase, delivery, movement or installation of data processing equipment, software or services, and telecommunications and interconnect equipment, software, or services
- Duplicating machines and supplies
- Goods or services procured from another governmental agency (e.g. joint purchase)
- Purchase of equipment previously owned by some entity other than the District itself
- Emergency expenditure which is approved by three-fourths of the members of the Board
- 3.0 <u>Advertised Bids Purchases of \$25,00030,000 or More.</u> The Park District Code requires the purchase of all goods and services estimated to exceed \$25,00030,000 shall be awarded to the lowest responsible bidder, considering conformity with specifications, terms of delivery, quality, and serviceability.
  - 3.1 Before concluding that a purchase in excess of \$25,00030,000 is exempt from competitive bidding, approval must be obtained from the Executive Director and/or legal counsel for the District.

#### 3.2 Bidding Process:

- 1. A legal advertisement shall be placed in publications, which will give notice of the Park District's request for bids to those organizations best qualified to provide the goods or services.
- 2. Specifications shall be prepared and made available to all interested parties.
- 3. Instructions to bidders shall accompany each set of specifications issued, indicating all terms and conditions relative to the bid.
- 4. The nature of the construction projects necessitates more clearly defined conditions. Instructions to bidders for construction projects shall include all requirements including business references, bid surety and performance bond, insurance, indemnification, protection of district property, compliance with labor standards and prevailing wage laws, subcontract, change orders, payment procedures and guarantees.
- 5. Following the issuance of "Specifications and Instructions" to bidders, bids received at or prior to the time and date specified will be opened publicly and contracts awarded in conformity with bid opening procedures, as stated below.
- 6. Sealed bids shall be opened in accordance with the following procedures:
  - a. The location, date and time the bid opening shall be a part of the legal advertisement for bidders.
  - b. Bids shall be opened at a location open to the public.
  - c. Bids shall be opened and an acknowledgement made of the receipt of each bid.
- 7. After each bid is analyzed to determine whether all specifications have been met, a recommendation shall be made by staff to the Board of Park Commissioners. After Board approval, staff shall notify the approved bidder and finalize the project deadline.
- 8. In addition to the consideration of the lowest dollar amount of the bid, also considered is the bidder's responsibility (financial stability, responsiveness,

- experience, past transactions) to meet the expectations and demands under the terms of the contract. If an award is made to a bidder that is <u>not</u> the lowest bidder, the decision must be supported by complete documentation as to the supporting rationale, and must be reviewed by legal counsel for the District.
- 9. Bids received after the date and/or time indicated in the advertised notice shall be returned, unopened, to the bidder with a notation on the bid envelope or packet stating that it was a late bid, noting the date, and hour it was received, and signed by a representative of the Park District.
- 10. The Park District reserves the right to accept or reject any or all bids or portions thereof, in the best interest of the Park District and in compliance with Section 8-1(c) of the Park District Code.
- 11. In the event that all bids are rejected by the Board of Park Commissioners, the project may be rebid following bidding procedures. If bids are rejected, staff shall notify all bidders and establish a new bid opening date. After a new bid opening date has been established, the procedures outlined above shall be followed.
- 12. The Board reserves the right to award a contract for all or only a portion of the specific bid work.
- 13. The Board may require a surety bond of any successful bidder.
- **Unadvertised Purchases Purchases under \$25,00030,000.** Contracts and purchases of **less** than \$25,00030,000 are exempt from formal competitive bidding procedures. In such instances, the following procedures shall be followed:
  - For purchases estimated to be **less than \$2,5003,000**, no purchase order is required. Although these purchases do not require verbal or telephone quotes, staff are advised to make every effort to solicit a fair price for items purchased.
  - For the purchase estimated to be between \$2,5013,001 and \$5,0006,000, at least three (3) verbal quotes are required. A purchase order must be completed by staff, and signed by both the Department Head and Executive Director <u>prior</u> to placing the order.
  - For purchases estimated to be between \$5,0016,001 and \$25,00030,000, at least three (3) written quotes are required. A purchase order must be completed by staff, and signed by both the Department Head and the Executive Director <u>prior</u> to placing the order.
  - 4.1 Open Purchase Order (P.O.) Accounts are similar to charge accounts at special stores/vendors. Only specific authorized employees are permitted to purchase items. Items in excess of \$2,5003,000 also require an individual purchase order form.
    - 4.11 When an authorized employee makes a budgeted purchase from a vendor, which has an Open P.O. Account, the following information must be written on the receipt or invoice:
      - 1. Signature of staff member placing order
      - 2. The account number to which the purchase is charged

- 3. Brief description of the item(s) purchased, if this information is not apparent
- 4.12 All receipts and invoices shall be forwarded to the Business Office. When the monthly statement is received, the invoices shall be matched with the items on the statement, and appropriate payment should be made. Disapproval of any invoice item must be communicated to the vendor within 30 days after receipt.
- **Emergencies.** In the case of emergencies, which call for immediate resolution, the Executive Director shall take prompt action to employ persons or firms to do the necessary corrective work but shall require them to furnish a detailed report of the work performed and the basis for performing the work. For the purpose of this paragraph, the emergency shall consist of a threat to the health or safety of park users, or of severe damage to District property. Emergency expenditures in excess of \$25,000\frac{30,000}{30,000}\$ must be pre-approved by three-fourths of the members of the Board.
- **Purchasing Procedures.** A three-part pre-numbered purchase order form shall be prepared by the staff member placing the order. This form shall include account number(s), quantity/ item description, unit price, extended price, vendor name and address, shipping address, special instructions, and applicable signatures needed for authorization of the purchase. This form must be completed and signed by all levels of staff **prior** to any purchase.
  - 6.1 The three-part purchase order/requisition form is color-coded and should be distributed as follows:
    - WHITE: Original to be given to or sent to vendor, if applicable
    - YELLOW: Sent to Business Office to be retained in an "Open P.O. File"
    - PINK: Retained by the staff member placing the order until supplies are received or services are completed. Person receiving materials indicates the quantities received, initials and dates the copy, attaches packing slips, and returns it to the Business Office.
  - 6.2 In the event that an item is substituted for the item listed on the purchase order form, the recipient shall note the substitution on the receiving pink copy.
  - 6.3 Purchase order forms shall be issued for specific items and purposes. No additional items will be authorized which would significantly increase the cost of purchase. In these instances, the purchase order will be sent to the Department Head and Executive Director for "re-authorization".

#### 7.0 Other Items.

- 7.1 No contract or order shall be split into parts to avoid the provisions of this policy.
- 7.2 A business within the District shall be considered a preferred bidder subject to compliance with the other specific provisions of this Policy.

- 7.3 Whenever feasible and advantageous to the District, cooperative purchases with other governmental agencies such as State of Illinois, Village of Glencoe, School District 35, and other park districts, shall be made.
- 7.4 The District credit card is not to be used as a routine tool to make purchases. Rather, it is to be used as an alternative if the vendor does not accept a District Purchase Order, or will not invoice us, or a purchase is made on the Internet.
- 7.5 All promotional incentives and contest awards made available to qualifying District personnel by vendors, which are based on District purchases from those suppliers, automatically become the rightful property of the District and must be considered and administered as District owned assets. The incentives referred to above include, but are not limited to, all purchase premiums, sales incentives and/or remunerative awards of any kind (such as merchandise premiums, free goods, offered as part of so-called "baker's dozen" deals, quantity discounts, promotional allowances, cash prizes, special sales commissions, merchandise prizes, etc.) that are made available or awarded by reason of District purchases from yendors.
- 8.0 Negotiated Procurement (Non-Bid) Process. For those items exempt by law from the competitive bidding process, it may still be in the best interest of the Park District to solicit formal written quotes. In these instances, a Request for Proposal (RFP) should be sent to all interested vendors/companies. After a thorough review of the proposals, interviews, and negotiation, a contract can be awarded to the lowest cost quote which meets the objectives set forth in the RFP. Proposal results must be approved by the Board. Examples in which a RFP may be used include auditing services, architectural services, purchase of copier, etc.

#### Glencoe Park District Fixed Asset Policy

Approved by the Board of Park Commissioners: July 5, 2022, December 15, 2015, June 17, 2003, September 15, 1998

The Glencoe Park District recognizes its fiduciary responsibility for maintaining appropriate controls over the assets entrusted to the District's care. To maintain accurate fixed asset records, information will be centralized in the Business Office of the Glencoe Park District. The Business Office will be responsible for maintaining adequate accounting procedures and records of fixed assets to ensure the protective custody of park district property.

#### 1.0 Definition of a Capitalized Fixed Asset

- 1.01 Assets must possess these characteristics to be classified as a fixed asset:
  - Have a useful life greater than one year
  - Must be of significant value, greater than \$5,00010,000
- 1.02 Fixed assets valued **below** the capitalization threshold of \$5,00010,000 (on a unit basis) that warrant control due to their sensitive nature shall be inventoried at the department level where an appropriate list will be maintained. Examples of these sensitive assets may include personal computers, printers, radios, cell phones, and small power tools.
- 1.03 <u>Depreciation Policy</u>: The Park District uses the straight-line depreciation method. Below are the estimated useful lives of the assets.

Land Not depreciated **Buildings** 30 years **Improvements** 30 years Equipment 5 years Park Equipment 5 years Vehicles 5 years 5 years Park Equipment Furniture and Office Equipment 5 years

#### 2.0 Fixed Asset Categories

General fixed assets should be classified in one of the following major groups:

- 1. Land
- 2. Buildings
- 3. Improvements Other Than Buildings
- 4. Vehicles
- 5. Park Equipment
- 6. Furniture and Office Equipment

#### 3.0 Valuation of Fixed Assets

- 3.01 Fixed assets should be valued at **acquisition cost or purchase price** including all ancillary charges necessary to place the asset.
- 3.02 Donated fixed assets should be recorded at the estimated fair market value at the time of receipt/acquisition. If fair market value is not practicably determinable due to lack of sufficient records, estimated cost should be used.
- 3.03 The total cost of the fixed asset should include all reasonable and necessary costs incurred to ready the asset for its proper and intended function/use, such as delivery costs, closing costs, title and legal fees, installation charges and other costs of preparation.
- 3.04 Examples of Valuation:

Land: - contract price

- taxes and liens assumed
- title search & surveying costs
- legal and architectural fees
- demolition costs
- appraisal/license fees

Building: - acquisition cost

- capital improvement structures property permanently attached to structure
- furniture, fixtures, software and other equipment which are not an integral part of the building are considered capital improvements and should be classified as equipment

Equipment: - purchase price

- transportation/delivery charges
- installation costs
- 3.05 During the normal course of the life of a fixed asset, periodic repairs and maintenance are necessary to enable the asset to achieve its estimated useful life.

  In general, any expenditure which definitely adds to the fixed asset, enhances the value of it, increases its life, or increases its efficiency or capacity beyond its original state may be classified as a fixed asset or part of the original fixed asset. Examples include adding a room to a building, adding a plow to a pick-up truck; all increase the output of the fixed asset or reduce its cost of operation.
- 3.06 The extent that the expenditure **replaces a component of the old fixed asset**, or the entire fixed asset, it should **not** be classified as a fixed asset unless the cost of the old fixed asset is deleted from the fixed asset listing. This will prevent the overstatement of asset values.

#### 4.0 Trade-Ins and Disposal of Fixed Assets

4.01 When an old fixed asset is traded-in to obtain a new asset, the total cost of the old asset should be removed from the fixed asset listing and the new asset should be added to the listing at its fair market value (purchase price **plus** trade-in value), not merely the cash payment.

Example: A new truck with a fair market value of \$15,000 is purchased for \$10,000 in cash and a \$5,000 trade-in on the old truck. The old truck was originally bought for \$8,500. This transaction would be recorded by:

- 1. deleting the old truck from the listing <\$8,500> and
- 2. adding the new truck to the listing \$15,000
- 4.02 Disposal of fixed assets are brought about by the sale, retirement, destruction, tradein, theft or replacement of the asset. In such cases, the asset must be deleted from the appropriate fixed asset listing.

#### 5.0 Record Keeping Procedures

- 5.01 In the monthly processing of invoices for payment, staff will copy all invoices which are for the purchase of general fixed assets. As a general rule, most fixed assets are charged to accounts in Funds 65 70, or in the capital accounts of the major operational funds and departments.
- 5.02 The copy of the invoice should clearly show the vendor, an accurate description of the item(s), and actual costs of the item(s). In **red** ink, the date of payment (i.e. check date), account numbers charged, and location/park site where the item is to be used. If the fixed asset is used in **several** locations, its **primary** location should be listed.
- 5.03 At the end of each month, all photocopies are compiled and information related to each fixed asset is recorded on the appropriate log. Fixed asset deletions should be recorded on the appropriate log. All fixed asset additions and deletions are recorded in the <a href="#">Assetmaxx Kroll</a> System, and they are recorded by a journal entry in the last month of the fiscal year. At times, it is helpful to copy the fixed asset listing for periodic review by staff for indication of deletions, changes, etc. to the current list.

#### 6.0 Accounting for Fixed Assets

Expenditures for acquiring major fixed assets, include land, building, vehicles, equipment, and furniture (cost \$5,00010,000) shall be recorded in Fund 90:

DR 90-00-000-1500	Land
DR 90-00-000-1510	Buildings
DR 90-00-000-1520	Improvements Other Than Buildings
DR 90-00-000-1530	Equipment and Furniture
DR 90-00-000-1550	Construction In Progress
CR 90-00-000-2900	Investment in General Fixed Assets

#### Glencoe Park District Refund and Prorating Procedures

(Changes/deletion to the original policy are in blue)

The Board of Park Commissioners have approved polices for refunds and prorating:

Refunds: Financial Policy and Procedure Manual page 5:
 Glencoe Park District understands from time to time refunds may be necessary for various
 reasons including but not limited to program cancellations, customer dissatisfaction or
 unforeseen circumstances. In which case, upon approval from appropriate supervisory staff, a
 credit or refund shall be issued.

Once approved, any and all refunds shall be made in the same manner as they were paid, less a \$20 processing fee (unless park district cancels the class).less a 20% processing fee (not to exceed \$20 for programs and not to exceed \$200 for camps.) Therefore, if a payment has been made by credit card, the refund will be credited to that same credit card. However, an exception will be made if a credit card that is on file has expired or a given circumstance has occurred to render the credit card option unfeasible. At which point, a Refund to Finance RecTrac Form is completed and submitted to the Accounting Manager so that the refund can be issued in the form of a check. Similarly, if the payment had been made in any other method than a credit card, a Refund to Finance RecTrac Form will be submitted to the Accounting Manager and the refund will be issued in the form of a check.

• <u>Proration: Fees and Charges Policy 8.0 page 3:</u>
At the discretion of the Program Manager and Director of Recreation and Facilities, if the nature of the activity permits, prorated class fees will be allowed and done on a "per class basis"

Below gives additional detail on the Refund and Prorating guidelines and procedures.

#### General

Program fee refunds, less a processing fee of 20% (not to exceed \$20) will be made if a request is received at least (3) three business days before the start of the program, via online form, by phone or in person at the Takiff Registration Office. After that, refunds can only be given for medical reasons or relocation, and will be prorated based on the day the request received, pending medical note provided. Refunds will not be given for 1 day programs, trips (excluding School Day Off programs) or events that require advance registration. Refunds for Special Events will be given in full if requested 3 business days prior to the event. If requested less than 3 business days in advance, there are no refunds.

- When the Park District cancels programs due to insufficient registration, full refunds will be issued. Refunds will be issued within 7 business days of a class cancellation.
- For refunds less than \$10, a household credit will be issued on your account to be used toward
  payment for future programs. All refunds may be credited to your household account, upon
  request.
- The Park District will not issue refunds for classes which are canceled due to inclement weather, or other circumstances beyond the District's control. The Park District may schedule a make-up class, when possible.
- For Preschool, Children's Circle, Day Camp and Kids Club refunds, please see below.
- All pre-paid group Fitness passes, Watts ice passes, Beach passes, and boat space rentals are non-refundable and non-transferable.
- Glencoe Fitness passes will only be refunded as a result of relocation or medical reasons, less a processing fee of 20%, but not to exceed \$20, and a deduction for the month(s) the membership was used.
- Other restrictions apply for facility rentals. Please see below.

• Refunds that occur once a session begins will only be refunded as a result of relocation or medical reasons and will be done on a "per class basis," less a processing fee of 20%, and less for any amount incurred for materials, special clinics, costumes, uniforms, and/or other expenses. Prorated refunds will be based on the date the refund request is received and not the last attended date. Medical refunds require a doctor's note and will be prorated based on the date the medical documentation is received; no service fee applies. Relocation out of the area: Upon receipt of appropriate documentation that reflects imminent relocation, a prorated refund will be issued with the applicable service fee.

#### **Prorating**

Prorating of a program fee can be made for both -park district and contractual programs using the following guidelines:

- The program has met its minimum amount of participants.
- Both the Program Manager and Instructor approve the proration at the time the participants registers.
- Prorating can only be done in-person and not online.
- Proration cannot occur prior to the start date of a class.
- Spots cannot be held for proration.
- There will be no proration for any amount incurred for materials, costumes, uniforms, and/or other expenses.
- See camp guidelines for specific camp proration procedures.

#### **Special Adult Fine Arts Prorating Guidelines (multi-week programs only)**

- Proration can be done only at the time of in-person registration and not online.
- The program minimum must be met before proration for time off can take place.
- A medical note will be required for scheduled surgeries or medical procedures.
- Vacation requests (time off) must be communicated in advance; i.e., before the class start date.
- The limited number of days an adult registrant can miss and be prorated is limited to half of the total number of class dates, e.g., if the class meets 12 times, they cannot prorate/deduct more than 6 due to time off.

#### Camp

A \$200 non-refundable deposit is required at the time of registration per camper and per camp. Refunds will be issued if requested at least (7) seven <u>business</u> days before the start date of a camp, less the non-refundable deposit. Note: If you drop your child from a camp less than (7) seven <u>business</u> days prior to the start date of camp, NO REFUND will be issued. Refunds can only be given for medical reasons or relocation, and will be prorated.

Camp proration will not be allowed (with the exception of one-week vacation for the 8 week camps only; this must be requested in-person and by May 1<sup>st</sup>). Transferring). Transferring between non-contractual camps will be allowed. However, contractual camp transfer requests will require a Program Manager's approval.

#### **Kids Club (Before and After School Care for Grades K-6)**

A \$200\$125\_non-refundable, non-transferable fee is required upon registration and is not applied toward themonthly tuition fees. Once the program has started; no prorated fees will be given for a partial month's attendance or withdrawal.

#### **Early Learning Center**

A \$200\$125-non-refundable, non-transferable registration fee per child is required at the time of registration for all programs. This fee will not be applied toward your monthly tuition. When new to the program, prorated tuition will be given for partial months of attendance. Once the monthly billing has been chargedthere is no refund for partial month attended.

#### Children's Circle

A \$200\$125 non-refundable, non-transferable fee is required with each new registration and it will not be applied toward the monthly tuition. If your initial start date in the program does not fall on the 1st of the month, you will be prorated for days not attended. No prorated fees will be given for partial month's attendance once the initial start date has passed. Withdrawals from the program will only be prorated if 30 days' notice is given. In lieu of full tuition payments during the summer, a \$300 fee will be billed on June 1 to Children Circle registrants who withdraw early, and do not attend in June, July and August.

#### **Delinquent Payments**

ELC, Children's Circle and Kids Club offer an automatic billing option. When agreeing to auto-charge your credit card each billable month, you understand that your signature authorizes the Glencoe Park District to charge your provided credit card the monthly tuition. The monthly fee will be posted to you billing account on the first business day of each month. It is the cardholder's responsibility to notify the Park District office of changes to a credit card information on file. Should a charge card be declined for any reason, you will be issued a bill for the amount due and a \$10 fee will be added for the declined card. Although payment is required by the 15<sup>th</sup> of each month, a \$25 late fee will automatically be posted to your account if payment is not received by the last day of the month. For accounts more than 30 days past due, participation in the program may be suspended until full payment is received.

#### **Fitness Center**

The Glencoe Fitness Center requires a credit card (Visa, MasterCard, or Discover) on file for automatic billing. By signing up for a Fitness Center billable membership, you understand that you authorize the Glencoe Park District to charge your provided credit card the monthly tuition. The monthly fee will be posted to you billing account on the first business day of each month. Cancellation of an automatic charge card posting is accepted by written authorization *only* and must be received before the 1<sup>st</sup> of the month. It is the cardholder's responsibility to notify the Park District office of changes to a credit card information on file. Should a charge card be declined for any reason, you will be issued a bill for the amount due and a \$10 fee will be added for the declined card. Although payment is required by the 15<sup>th</sup> of each month, a \$25 late fee will automatically be posted to your account if payment is not received by the last day of the month. For accounts more than 30 days past due, use of the Fitness Center may be suspended until full payment is received.

I understand that this agreement can only be cancelled during the 12-month contract period due to relocation or medical reason. Cancellation request must be submitted in writing and returned to management with acceptable proof for termination of contract and pay the \$50.00 cancellation fee. A minimum 30 day notice is required

#### Takiff Center Rentals (rental fee over \$500)

- Any rental fee under \$500 must be paid in full at the time of making the reservation and no refund will be given for cancellations less than 10 business days before the rental. No damage deposit is required.
- Payment Policy: A 50% deposit plus a \$200 refundable damage fee must be submitted for any rental fee of \$500-999 at the time of reservation. A 50% deposit plus a \$500 refundable damage fee must be submitted for any rental fee over \$1000 at the time of reservation. The remaining balance must be paid in FULL at least thirty (30) business days before the date of use. If booked less than (30) business days in advance, full payment is due at the time of making the reservation plus a refundable damage fee.
- Cancellation Policy: If the rental is canceled more than thirty (30) business days before the rental date, the user will forfeit 25% of the total rental fee deposit. If rental is canceled less than thirty (30) business days, the user will forfeit 100% of the rental fee.
- A 50% deposit (applied to total amount due) and a \$200 refundable damage deposit must be submitted for any rental fee totaling over \$500 at the time of booking space. The remaining balance due must be paid in full 30 days before the event rental date.
   If rental is canceled, the following is applicable:

- If rental is canceled more than 30 days prior to rental date, user will be returned their \$200 refundable damage deposit, however, will forfeit 25% of total deposit.
- If rental is canceled less than 30 days, but more than 10 days prior to the rental date, user will be returned the \$200 refundable damage deposit, but will forfeit the 50% deposit.
- If a rental is canceled less than 10 days prior to event rental date, user will be returned the \$200 refundable damage deposit, however, will forfeit 100% of the rental fee.

#### **Watts Ice Center Rentals**

- For daily ice rentals full payment is due at time of booking. No refunds will be given unless the Park District cancels for mechanical, weather or wind chill policy.
- Permanent Ice Time Renters are responsible for the agreed upon rental hours as stated in the agreement regardless of weather. If an advanced cancellation of 10 business 7 days occurs by the renter, the renter may reschedule their time at no additional charge whenever time is available. During inclement weather, if the ice rink is open, and the renter cancels, the Glencoe Park District will not refund ice time per District policy.

#### **Glencoe Beach Trellis Rentals**

- The entire rental balance must be paid in full at the time of making the reservation.
- There will be a refundable damage deposit of \$200 that will be held for Trellis rentals.
- No refunds within 14 days 10 business days of the rental date. Refund will only be issued due to weather that impacts the facility.
- Full refund if requested more than <u>14-10 business</u> days from the event less 20% not to exceed \$20, or therenter can reschedule within the same season.

#### **General Program Wait List**

All waitlisted customers will receive a refund if no class openings become available after 30 days from the start of a program.

If a participant is waitlisted and a space opens in a program, the first person on the waitlist will be automatically moved into the program. The waitlisted person will receive an enrollment email confirmation from a general administration email. That participant will have 24 hours to provide any payment that is due, as well as notify the registration department if they are no longer interested in the program. If the participant notifies the registration department within 24 hours that they no longer want the spot, the participant will be dropped and receive a full refund. If the participant notifies the registration department that they are no longer interested more than 24 hours after being transferred in off the waitlist, the general refund/cancellation policy applies. All waitlisted customers will receive a refund if no class openings become available after 30 days from the start of a program. In the event openings occur, the Park District will notify the customer and payment will be due at that time. Payment must be received prior to the registrant being transferred in.

The 20% cancellation fee still applies if moved off a waitlist and want to drop a concurrent program.

#### Children's Circle Wait List

No fee is required for waitlisted families. If a potential participant enrolls and is accepted into the program, a one-time registration fee of \$200 \$125 will be required. See separate procedures on Children's Circle Wait List.

#### **ENROLLMENT WAIT PERIOD**

Registrations for child programming are required three business days prior to the class start date. This timing allows updated information to be shared between Park District staff and Glencoe Schools. Camps require registration seven business days prior to the start of Camp.

#### 100% Satisfaction Guarantee

Glencoe Park District is constantly striving to offer quality recreation programs to the public. If the customer feels our programs did not meet their expectations, due to the quality of instruction, facilities or program content, we will refund your money 100%. To be eligible for a refund the customer must:

- 1. Attend at least 2 classes and inform us within 48 hours after the second class, and,
- 2. Complete the 100% Satisfaction Guarantee form

The input on the 100% Satisfaction Guarantee form is valuable to us as it will help determine where improvement is needed. The form is available at the Takiff Community Center and on the Glencoe Park District website. Filling out the form does not necessarily guarantee a refund will be issued.

This guarantee applies to recreation programs where Park District personnel instruct or supervise an activity. The policy excludes contractual programs, trips, leagues, special events, memberships, seasonal beach/ice passes and/or rentals.

#### **Independent Contractors**

In order to provide a wide range of recreational programs, the Glencoe Park District uses contractors as a means of providing experts in a variety of areas. Glencoe Park District refund policies may not apply to Independent Contractors. If this is the case, the refund policy will be noted in the recreation guide by the program description. Although we strive to offer top notch programs, there may be times when contractors do not meet our expectations. In these instances, we hope you will still keep us informed of your satisfaction with programs offered, but they are not included in the 100% Satisfaction Guarantee. When we use outside contractors for our programs, the class description will reflect that.