

NOTICE OF REVISION CHANGE

TO

POLICY AND PROCEDURE MEMORANDUM #6

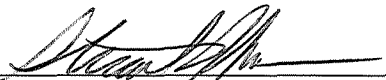
SUBJECT: RESERVATION CHANGES AND REFUND

TO: ALL POLICY & PROCEDURE MEMORANDUM HOLDERS

EFFECTIVE DATE: JANUARY 9, 1979; REVISED AUGUST 28, 1986; AMENDED
OCTOBER 19, 1987 AMENDED JANUARY 3, 1989; REVISED
APRIL 27, 2010; May 11, 2011

REVISION DATE: DECEMBER 17, 2013

This revision supersedes and replaces all previous information included in PPM #6 originally issued January 9, 1979. The current PPM is to be replaced in its entirety by this revision issue.



Assistant Secretary

This is revision No. 4 of this PPM with an original effective date of January 9, 1979.

IMPORTANT:

Insert this revision notice in the PPM file preceding all other information on this subject in order to maintain a current document file.

POLICY & PROCEDURE MEMORANDUM #6

SUBJECT: RESERVATION CHANGES AND REFUNDS

TO: ALL POLICY & PROCEDURE MEMORANDUM HOLDERS

EFFECTIVE DATE: JANUARY 9, 1979; REVISED AUGUST 28, 1986; AMENDED OCTOBER 19, 1987 AMENDED JANUARY 3, 1989; REVISED APRIL 27, 2010; REVISED May 10, 2011

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POLICY: - Reservations may be changed or cancelled according to the following outlined procedures, with the understanding that changes to Title 25, Chapter 5, § 505 of the LA Register will precede.

Reservations are required in advance of a visit to a park area if a visitor expects the Office of State Parks to hold a facility for their use. If a facility is not reserved, it can be rented at any time, for up to 14 consecutive nights or 15 consecutive days. The two (2) day minimum stay on weekends does not apply as rental policy, only reservation policy.

PROCEDURE:

- A. Reservation Changes - A visitor may cancel, change arrival and departure dates or change sites of a reservation, by calling the reservation line up to the day before their arrival date, or by calling the park on the date of arrival. In either case, all reservation changes must be performed in the Centralized Reservation System, so that reservation information is immediately updated, the appropriate penalty fees applied and a new confirmation letter reflecting the change will be automatically generated for the customer.

For reservations made up to 9 months in advance

1. One day/night deposit is due within 10 days after the date the reservation is made or the reservation will be cancelled.
2. Reservation changes made 15 days or more prior to the arrival date will have a penalty fee of \$10 per facility applied to the reservation.
3. Reservation changes made 14 days or fewer prior to the arrival date will have a penalty fee of \$10 or one day/night rental fee per facility, whichever is greater, applied to the reservation.
4. No shows and early departures will be treated as a cancellation and will have a penalty fee of \$10 or one day/night rental fee, whichever is greater, applied to the reservation. In cases where the amount paid by the customer does not cover the \$10 minimum penalty fee, the penalty fee shall equal the total amount paid minus any reservation and usage fees.

Example:
$$\begin{array}{r r r r r r r} \text{Amount paid} & - & \text{Reservation fee} & - & \text{usage fee} & = & \text{penalty fee} \\ \$21 & - & \$6 & - & \$8 & = & \$7 \end{array}$$

For reservations made 10 to 11 months in advance

1. One day/night deposit is due within 10 days after the reservation is made or the reservation will be cancelled.

2. No change can be made to the reservation until the deposit is paid and 18 days have elapsed from the date the reservation was made.
 3. The reservation, regardless of length of stay, must be paid in full thirty (30) days after the reservation is made or it will be cancelled.
 4. Reservation changes or cancellation, regardless of when the changes or cancellation occurs, will have a penalty fee equal to one day/night rental fee per facility applied to the reservation.
- B. Refunds of usage fees (reservation fees are non-refundable) will be given upon approval of the site manager or a designated representative for the following reasons.
1. Emergency situations where the park or facility must be closed or is not habitable for a reasonable length of time.
 2. When a visitor, who does not have an advance reservation, chooses to leave the park before the use of any facilities.
 3. When the user chooses to leave the park before utilizing the facility for the total reservation period, the unused reservation period amount minus any reservation and penalty fees will be refunded.
 4. When the user chooses to cancel or not show for an advance reservation, the total amount paid minus any reservation and penalty fees will be refunded.
 5. When a visitor returns rental items (boats, keys, etc.) in same condition as rented the security deposit is refunded. (The deposit will be forfeited if items are not returned promptly or in same condition as rented.)
 6. Bayou Segnette State Park Wave Pool visitors may be entitled to a refund if because of a natural or man-made emergency, the pool is closed and the user has entered the pool area within one hour or less prior to closing. (See C 5)
- C. If criteria in B is met, refunds will be given according to the following procedures:
1. Cash refunds can be given at the park providing:
 - a. Fee was paid in cash.
 - b. Customer has elected a cash refund as opposed to a Gift Card and park has cash available which has not been deposited. (Do not use starting cash unless it can be replaced within 24 hours.)
 - c. Visitor can present a valid paid receipt which includes the amount of the refund request.
 - d. Visitor has signed a completed Refund Request (form CRS-1 [Exhibit A]) with approved justification.
- If above conditions are met, use the following procedure to process:
- If approved by the site manager, the transaction is entered into the POS System as a refund and cash in the amount of the request is given to the visitor.
- The valid paid receipt which includes the amount of the refund requested is attached to the refund request (form CRS-1) and sent in with the weekly cash report (form CRS-2 [Exhibit B]).

2. Some refunds are initiated by the park, but the actual distribution of refunds are to be made by the Office of Management and Finance, Administrative Office providing:
 - a. All fees paid by check, except for deposits on boats or keys which were included in a check.
 - b. Customer elects a check refund as opposed to a Gift Card.
 - c. Fees paid in cash but cash is not available at the park (already deposited) and customer elected to have a check mailed as opposed to a Gift Card.
 - d. All advance registration fees except for credit card transactions.
 - e. Visitor can present a valid paid receipt which includes the amount of the refund request. In case of advance registration, a confirmation letter may be presented.
 - f. Visitor has signed a completed refund request with approved justification (form CRS-1), or a letter of request with justification is submitted with the refund request (form CRS-1).

If any of the above conditions are met, use the following procedure to process:

If approved by the site manager, the transaction is entered into the POS System as a refund to be issued later.

The valid paid receipt which includes the amount of the refund requested is attached to the refund request (form CRS-1) and sent in with the weekly cash report (form CRS-2).

3. Credit card refunds may be given at the park providing:
 - a. Fee is paid with a credit card.
 - b. Customer elects a refund back to their credit card as opposed to a Gift Card.
 - c. Visitor presents a valid paid receipt or confirmation letter (in the case of advanced reservations) that includes the amount of the refund request.
 - d. Visitor signs a fully completed refund request (Form CRS-1) or a properly submitted letter of request containing their rationale for the refund.

If any of the above conditions are met, use the following procedure to process:

If approved by the site manager, the transaction is entered into the POS System as a refund and a credit in the amount of the request is applied to the credit card account used to make payment.

The valid paid receipt, which includes the amount of the refund requested is attached to the refund request (form CRS-1) and sent in with the weekly cash report (form CRS-2).

4. Gift Card refunds can be given at the park providing:
 - a. Fee was paid with any acceptable form of payment.
 - b. Fees paid by Gift Card or Gift Certificates must be refunded to a Gift Card.
 - c. Customer has elected a refund to a Gift Card as opposed to cash, check, or credit card refund to which they would normally be entitled.
 - d. Visitor can present a valid paid receipt which includes the amount of the refund request.
 - e. Visitor has signed a completed Refund Request (Form CRS-1) and justified the request.

If any of the above conditions are met, use the following procedure to process:

If approved by the site manager, the transaction is entered into the POS System as a refund and a Gift Card in the amount of the request is given to the visitor.

The valid paid receipt which includes the amount of the refund requested is attached to the refund request (Form CRS-1) and sent in with the weekly cash reports (Form CRS-2).

5. Bayou Segnette Wave Pool

If wave pool is closed due to natural or man-made emergencies, a refund is given to all visitors who have been in wave pool for one (1) hour or less. Original receipt must be presented to verify time. (Do not give out starting cash.)

- a. If refund is for a cash transaction, the original transaction is looked up in the POS system using the transaction number found on the original receipt. The transaction is then processed as a refund and the cash is returned to the customer.
- b. If refund is for a check transaction, the original transaction is looked up in the POS system using the transaction number found on the original receipt. The transaction is then processed as a refund and the check is returned to the customer.
- c. If refund is for a credit card transaction, the original transaction is looked up in the POS system using the transaction number found on the original receipt. The transaction is then processed as a refund and the credit card used to make payment will be credited.
- d. All refund receipts are to be attached to the financial session summary report and submitted to OMF.

D. Refunds will not be issued for the following reasons.

1. The site manager may refer the refund request to the OSP Administrative Office for consideration if the reason provided is deemed questionable.
2. When visitors are evicted for enforcement or disciplinary reasons.
3. When day use visitors, by their own choosing, leave the park as a result of inclement weather.

EXHIBIT A

CRS-1
Revised 9/20/10

Office of State Parks
Park Office / POS - Refund Request

PARK: _____

Ref Doc No. or Reservation No. _____ Date _____

Customer Name: _____

Address: _____

Telephone: _____

Type of Refund:

☐ Rental Deposit ☐ Cabins ☐ Group Camp
☐ Camping ☐ Lodge ☐ Other

Refund Receipt # _____ (Attached)

To Be Completed if this was a refund due to early departure:

Original # of nights reserved _____
Less Actual Nights Used - _____
Balance _____ X \$ _____ = \$ _____
Usage Fee
Less One Night Usage Fee \$ _____ or \$10.00 whichever is larger \$ - _____
Amount to be refunded \$

To be signed by the customer: Was your refund given at the park?

☐ Yes, I received my refund at the park _____
Customer Signature

☐ No, my refund will be mailed to the above address _____
Customer Signature

Comments :

Clerk's Signature Manager's Signature Administrative Office Approval

EXHIBIT B

CRS-2
Revised 6/5/02

Office of State Parks
Recap of Operator Shift Summary Reports Totals
Cash, Checks, Travel Checks

Park: _____

Date	Operator	Cash	Checks	Travel Checks	Daily Totals	Total to Date
Monday						
					\$	\$
Tuesday						
					\$	\$
Wednesday						
					\$	\$
Thursday						
					\$	\$
Friday						
					\$	\$
Saturday						
					\$	\$
Sunday						
					\$	\$

Totals for the Week	\$	\$	\$	\$
Totals Adjustments for the week				
Total Actual Deposit	\$	\$	\$	\$

Supervisor : _____