



# Boulder Parks & Recreation

## EXPAND Payment Plan Policies & Procedures

Many people living with different abilities have additional costs above and beyond what would regularly be expected (ie adaptive equipment, additional therapies, additional doctor’s appointments, etc). Because of this, paying large sums of money for programs upfront can be very difficult and cause financial hardship. To support our families and create access for them to our programs and services, EXPAND is happy to offer a payment plan system. In order to be eligible for this support, please read the policies and procedures below and sign at the bottom. If you have any questions, contact Lori Goldman, Recreation Supervisor – Therapeutic Programs, 303-413-7256, [GoldmanL@bouldercolorado.gov](mailto:GoldmanL@bouldercolorado.gov).

1. If an individual wants to pay using a payment plan, they must contact the Recreation Supervisor for Therapeutic Programs, sign the EXPAND Payment Plan Policies & Procedures form and **put a saved credit card on file prior to registering**. If approved, Supervisor will add the payment plan option on the patron’s account.
2. The individual must register themselves for the program(s) and/or camp(s). Registration is on a first come, first serve basis. At this time, there will be \$0 payment taken for all programs which qualify for payment plans. *If registration occurs after the first day registration for that season, the patron and supervisor can work together on the registration process.*
3. Within 2 weeks, you will be contacted by staff to set up your payment plan in our registration system.
4. For private pay, payments can be made monthly or bi-weekly and will be automatically taken on the 7<sup>th</sup> and/or 21<sup>st</sup> of each month from the credit card on file.
5. If a third party will be paying all or some of the amount due, we will enter it into the system as a third-party payment and can create a separate payment plan for them.
6. If patron will be unable to make a payment on time, it is the patron’s responsibility to contact the Recreation Supervisor for Therapeutic Programs. Together, they will work on a solution.
7. Failure to complete payment may result in withdrawal from the program and inability to have payment plans in the future. If there will be an issue with completing payment in the below time frame, arrangements must be made with the Recreation Supervisor for Therapeutic Programs.
  - a. Camps must be paid in full 2 weeks prior to the start date.
  - b. Programs must be 50% paid by the 1<sup>st</sup> class and 100% paid half way through the session.
8. Past due payments will be required to be paid before additional registration for programs is permitted.
9. Programs that qualify for payment plans are EXPAND programs, EXPAND camps and general camps. Other programs require additional approvals and may take longer for approval.
10. Any exceptions to the above policies and procedures must be approved by the Recreation Supervisor.

*I have read the above policies and procedures and agree to their terms and conditions. Typing your name will qualify as a signature.*

\_\_\_\_\_  
Signature of Party Responsible for Payment

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name(s) of Program Participant(s) Payment Plan is being requested for

\_\_\_\_\_  
For third party payment, please write the organization and contact info of the third party



# Boulder Parks & Recreation

Below are instructions for some commonly used functions of Active.net

To begin each step, log in to your active.net account:

[https://apm.activecommunities.com/boulderparksrec/ActiveNet\\_Login](https://apm.activecommunities.com/boulderparksrec/ActiveNet_Login)

## **To add a saved credit card to your account:**

- Go to "My Account" (*on top right hand side of page*)
- Under Account Activity select "List Saved Credit Cards"
- This will show you any current saved credit cards and allow you to delete them if needed.
- To add a new credit card, select "Add New"

## **To see your scholarships and financial aid:**

- Go to "My Account" (*on top right hand side of page*)
- Under Account Activity select "Scholarships List"

## **To see your payment plan:**

- Go to "My Account" (*on top right hand side of page*)
- Under Payment Details select "List of Account Payments"
- Click on the receipt number of the payment you would like to review. The initial payment plan can be seen by finding "Payment Plan" listed under Type on this page.
- The payment plan will be listed on the bottom of your receipt.

## **To make additional payments on your account:**

- Go to "My Account" (*on top right hand side of page*)
- Under Payment Details select "Pay on Account"