

October 22, 2013 - Regular Meeting
Agenda Item #25

10/22/13/JR

APPROVED IN OPEN SESSION
BOARD OF COUNTY COMMISSIONERS, MANATEE COUNTY

Subject

Refund for Peggy Ngu

Briefings

None

Contact and/or Presenter Information

Presenter: Dinorah DiFonzo / Fiscal Services Manager / Extension 6012

Contact: Cynthia Gray / Sr. Admin. Specialist / Extension 6002

Action Requested

Approve a refund to Peggy Ngu in the amount of \$742.68.

Enabling/Regulating Authority

Parks and Recreation Department Fee Schedule, R-11-116, specifically Exhibit B (Policies), Section E.

Background Discussion

On 8/28/2013, Peggy Ngu purchased an Annual Family Membership in the amount of \$798.75, using her personal credit card. The membership was to be used for her children who were to receive personal training, through Pro Tennis Academy, which rents tennis courts at G.T. Bray park.

On 9/17/2013, Peggy Ngu came in to inform staff that the Pro Tennis Academy trainer would no longer be able to provide personal training for the children. At that time, Peggy Ngu requested a refund for the unused portion of the Annual Family Membership.

Staff has prorated the refund request, assessing the required administrative fee. The total refund amount totals \$742.68.

Board of County Commissioner's approval is required for all refunds over \$500.

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

Instructions to Board Records Emailed Dinorah, Cynthia, and Denise/10/23/13/jr

Please provide original Board approved copies to Cynthia Gray and Dinorah DiFonzo.

Cost and Funds Source Account Number and Name

0010000000-347219

Amount and Frequency of Recurring Costs

\$742.68 One Time

Attachment: [Peggy Ngu refund.pdf](#)

MANATEE COUNTY PARKS & RECREATION DEPARTMENT REFUND/CREDIT REQUEST FORM

Manatee County Parks & Recreation Department activity and facility fees are not refundable except under the following guidelines as per Resolution R-09-142:

A. REFUNDS

PROGRAMS/ACTIVITIES

- A written recommendation from a doctor (for two (2) or more absences) indicating that the individual should withdraw from an activity or program shall be entitled to a full or prorated refund. No administrative fee will be assessed.
- In the event that an activity or program is cancelled by Parks & Recreation Department, the individual or group would be entitled to a full or prorated refund or credit. There would be no administrative fee assessed.
- Refunds are subject to a twenty percent (20%) administrative fee of the total amount, not to exceed \$10.00.
- All refund requests must be accompanied by an original receipt or a copy of the cancelled check.

PAVILION RENTALS

- Pavilion rental fees are non-refundable. In the event a pavilion reservation is cancelled by the customer (minimum of 2 weeks prior to the rental date), a credit may be requested and can be used toward another rental, program or activity within ninety (90) days from the original request.

B. CREDITS

- Credits can be applied within thirty (30) days from one program activity and used toward another activity within ninety (90) days from the original request.
- Credit requests may be provided in the absence of an original receipt or cancelled check if County records establish payment.

Date: 9-17-13

Refund Credit

Requestor's Name (print): Peggy Ngu Phone: _____

Address: 3706 5th Dr. W City: Bradenton Fl Zip: 34210

Facility or Program: Family Annual Rec Participant's Name: Peggy, Neo, Myko

Date(s) Cancelled or Missed: 9-17-13 to 8/28/14

Reason for Request: time conflict with trainer. Kids in pro

Tennis academy. She bought a membership because her 2 kids

Signature of Requestor: [Signature] we were getting personal training from Tito, with Profennis academy. Tito is no longer available to train them.

STAFF USE ONLY:

CALCULATIONS & COMMENTS

see prorate sheet

TOTAL OF REFUND/CREDIT: 742.68

CA
9/19/13
MR
9/19/13

Preparer & Reviewer Signature: [Signature] Date: _____

Fiscal Division Approval: [Signature] Date: 10-23-13

Director Approval: [Signature] Date: 10/3/13



PASS SALES RECEIPT

Receipt # 402198
Payment Date: 08/28/13
Household #: 40734

Manatee County Parks and Recreation
 5502 33rd Ave. Dr. W.
 Bradenton FL 34209

Peggy Ngu
 3706 54th Dr W
 Bradenton FL 34210
 mphocho@hotmail.com

Hm Ph: (941)840-4393

Phone:

Pass Details

Pass Holder:	Peggy Ngu	<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
Pass Type:	Add. Family Ann (RECFMA4), #10686	0.00	0.00	0.00	0.00	0.00
Valid Dates:	08/28/2013 to 08/28/2014 (New Pass Registration)					
Pass Comments:	Family member within the same household 4 person limit.					

A recreation membership includes the use of the pool, fitness center, wellness orientation, gymnasium, game room/teen center, racquetball, tennis (hard courts only).

Pass Holder:	Neo Cho	<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
Pass Type:	Add. Family Ann (RECFMA4), #10687	0.00	0.00	0.00	0.00	0.00
Valid Dates:	08/28/2013 to 08/28/2014 (New Pass Registration)					
Pass Comments:	Family member within the same household 4 person limit.					

A recreation membership includes the use of the pool, fitness center, wellness orientation, gymnasium, game room/teen center, racquetball, tennis (hard courts only).

Pass Holder:	Mpho Ngu	<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
Pass Type:	Family Annual (RECFMA), #10685	798.75	0.00	0.00	798.75	0.00
Valid Dates:	08/28/2013 to 08/28/2014 (New Pass Registration)					
Pass Comments:	A recreation membership includes the use of the pool, fitness center, wellness orientation, gymnasium, game room/teen center, group exercise classes, racquetball, tennis (hard courts only), and two annual guest passes.					

FEEs CHARGED ON NEW LINE ITEMS (+)	750.00
TAX CHARGED ON NEW FEES (+)	48.75
NEW AMOUNT DUE	798.75
PREVIOUS NET HOUSEHOLD BALANCE	0.00
TOTAL DUE	798.75
NEW FEES PAID ON THIS RECEIPT (-)	798.75
TOTAL PAID	798.75
NEW NET HOUSEHOLD BALANCE	0.00

xxxxx ___ With Reference ==> 0415

TOTAL \$798.75

VITI CHHO NGU

941-742-5923
THANK YOU

TERMINAL ID : 75866310
 MERCHANT #: 430134750164658
 MANATEE CTY. PARKS & REC
 5502 33RD AVE DR W
 BRADENTON FL 34209
 MASTERCARD *****4530
 SALE BATCH: 000164
 INVOICE #: 006842 14:40
 RNR: 3240861919
 AUTH NO: 347109

PARKS RECREATION
FISCAL SERVICES

REFUND or CREDIT PRORATION CALCULATION

Number of Days in Membership Pass/Program/ Class Duration **Dates**
 Enter Begin Date **00/00/0000** #VALUE!
 Enter End Date **00/00/0000**
 Less Holidays (based on closure of Recreation Center)
 please list dates below
 count days and put in last column

Total Usable Days 21

Choose One Section

Number of Days Used - when requesting a cancellation
 Enter Begin Date **08/28/13** 21
 Enter End Date **09/17/13**

OR

Number of Days Excused - (due to illness or injury)
 Enter Begin Date **09/18/13** 344
 Enter End Date **08/27/14**
 less holidays that fall within this period - list
 dates below 1/1, 1/21, 2/18, 5/27, 7/4, 11/11, 27,28, 12/24, 25
 count days and put in last column 10

total number of days excused 334

Daily Amount Calculation
 Enter Original Payment Amount Pre-Tax **\$750.00** 2.06 Per Day
 # Of Days Used **21** total cost for \$43.26 days used

IF REFUND TO MEMBER:

Original Amt Less Tax \$750.00
 Less # Of Days Used Prorated Less Tax -\$43.26
Total Refund Amount prior to taxes \$706.74 unused credit amount

Amount of refund to enter on Audit Slip \$706.74
 Amount of Tax to enter on Audit Slip \$45.94
 Less Admin Fee If Applicable **< \$10.00 >**
TOTAL AMOUNT TO USE FOR REFUNDS \$742.68

IF CREDIT FOR HOUSEHOLD ACCOUNT

~~\$706.74~~

TOTAL AMOUNT TO USE FOR CREDITS \$706.74 unused credit amount

Areas In Red require entry
 DO NOT ENTER AMOUNTS IN ALL OTHER AREAS AS THEY CONTAIN FORMULAS

Prepared By: Raven Goble
 Date: 9-18-13