



TOWN OF WEST SENECA

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TO: Honorable Town Board / Town of West Seneca

FROM: Lauren J. Masset
Recreation Supervisor

DATE: November 30, 2020

RE: Membership Card Policy

West Seneca Youth & Recreation is excited to announce that we are working on a new website and streamed lined registration services. The department will soon be offering registration for programs online (as well as in person too).

Please review the attached MyRec FAQ and approve the Membership Card policies and fees.

West Seneca Youth & Recreation is excited to announce that we are working on a new website and streamlined lined registration services.

The department will soon be offering registration for programs online (as well as in person too).

What is the Recreation Departments new website URL?

The website is still being built. We will release this information as soon as it is ready. It will also be linked to our municipal website and social media pages. The website will also offer a "HELP" section that can answer a variety of questions/concerns. The website launch (to the public) will take place on 12/8/2020. West Seneca Youth & Recreation reserves the right to change this date at any time, for any reason. This section will be updated after the launch.

Will the new website offer online registration?

Yes. The new website will offer online registration for most department programs. The website will offer a both written instructions and video instructions on how to register for a program.

Will you still accept walk in or by mail registrations?

Yes. Please see the below question "How do I register for a program?"

Please note some programs or events will be online registration only.

How do I register for a program?

Regardless of the registration method, you **must** have a recreation account set up (online) before registering for any program.

After, you can register*:

- In Person – Complete the forms online, print them and stop into our office to make a payment (cash, check, money order or credit card).
- Via Mail – Complete the forms online, mail them with payment to West Seneca Youth & Recreation (check or money order).
- Online – *NEW* – Complete the forms online and make a payment with your credit card.

*Please note some programs or events will be online registration only.

The website will offer both a written and video step by step guide on how to register for a program.

What if I do not have a smart device, tablet, laptop etc.? What if I do not have access to the internet?

If you do not have computer/internet access at your home, the West Seneca Library is conveniently located across from our office. The Library offers computer and internet access, during their regular hours of operation (when they are open to the public), on a first-come, first serve basis. Please check the Library's website for their regular hours of operation and computer usage policies.

If you have a device but are unable to access the internet the CCL Building and the Library have FREE public WiFi.

Do I still need a Resident ID Card?

Resident ID Cards are no longer valid or being used regardless of their expiration date. The department is now using Membership Cards.

Any person who resides at an address that pays Town of West Seneca property taxes is eligible for a Membership Card. School district taxes do not qualify you for a Membership Card.

Membership Cards must be purchased from the West Seneca Youth & Recreation Office. The Department does not offer Membership Cards during all office hours. Please check the Department's website and/or contact their office for dates and times we issue Membership Cards. Membership Cards are taking the **place** of Town of West Seneca ID Cards and previously issued ID Cards are no longer valid (regardless of their expiration date, this includes senior cards which previously had no expiration date).

Previously, you needed a valid Resident ID Card to qualify for the Resident Rate at ALL recreation programs and facilities. For most programs which require pre-registration such as but not limited to Youth Open Gym and Summer Day Camp, Membership Cards will no longer be required. Your residency status will be assigned based on your residency address you use when creating your online recreation account.

How Do I Obtain a Membership Card?

When Membership Cards are issued at the West Seneca Youth & Recreation Office, the person who the Membership Card will be assigned to must be present to have their photo taken. You must also provide the below documents as outlined below OR the Town will not issue the person with missing items a Membership Card.

Requirements to obtain a Membership Card for adults (over the age of 18):

- The adult must have an online recreation account set up and/or be a member of a household who already has an online recreation account set up.
- Proof of Age: Photo ID such as Non-Drivers ID or Driver's License listing your Town of West Seneca Property Tax Address.
- Proof of Residency: Current Town of West Seneca PROPERTY TAX or utility bill. The address must match the address listed on your Photo ID. School tax bills will not be accepted. To be considered a RESIDENT your home address must pay Town of West Seneca Property Taxes.
- A previous/expired/old Resident ID Card or Membership Card is not an acceptable form of identification for a Membership Card.
- A passport is not an acceptable form of identification for a Membership Card.
- The adult must be present to have their photo taken for the Membership Card.

Requirements to obtain a Membership Card for children (under the age of 18):

- The youth must already be a member of a household who already has already set up an online recreation account. The youth must be listed under his parent's/guardian's account.
- Proof of Age: Birth Certificate (copies are accepted).
- Parent/Guardians proof of Residency: Parent's/Guardian's current Town of West Seneca PROPERTY TAX or utility bill. Name of parent/guardian on proof must match the name on the Birth

Certificate. We will also accept court papers and/or adoption papers and/or similar documents listing an adult as the youth's guardian. School tax bills will not be accepted. To be considered a RESIDENT the child's parent/legal guardian home address must pay Town of West Seneca Property Taxes.

- The child must be present to have their photo taken for the Membership Card.
- A previous/expired/old Resident ID Card or Membership Card is not an acceptable form of identification for a Membership Card.

Summer Youth Membership Cards

We will still offer Summer Youth Passes. If you are a grandparent, aunt/uncle, etc., who has a youth (under the age of 18) staying with you for the entire length of their Summer Vacation they are eligible for a Youth Summer Resident Pass. In addition to the above-listed requirements to obtain a Membership Card for children (under the age of 18), we will require a letter from the youth's parent and/or guardian stating that the youth is staying with you for the entire length of their Summer vacation and acknowledging that the Town will be notified in writing when the youth returns to the parent's/guardian's custody. The youth's membership card shall expire when the Town is notified of their return to a parent/guardian and/or on their expiration date, whichever occurs first. The letter must be presented at the time of the card issuance and must contain an original signature from the youth's parent/guardian (we will not accept photocopies, scanned, faxed or emailed copies). All of the required items are due at the time of the membership issuance. The youth must be present to have their photo taken. The youth must be registered under the family member obtaining the membership card, online recreation account. The family member obtaining the membership card agrees to all waivers, rules, regulations, etc., for this youth and assumes all risk and responsibility for the youth while they participate in Town of West Seneca programs and facilities. Youth Summer Membership Cards are the same fee as a regular card.

Other Information Regarding How to Obtain a Membership Card (ANY PERSON/ANY AGE):

A passport is not an acceptable form of identification for a Membership Card for any person, of any age. If a person is caught or any members of their account are caught using an address that is not their primary residence the account and Membership Card will be suspended for one year. The person or persons will not be eligible to register for a Town of West Seneca Recreation program.

Only the person the Membership Card is issued to is issued to, is the only person allowed to use the Membership Card. The person's photo will be taken at the time of issuance and linked to their profile on the account, when the card is scanned, their photo will appear. At facilities where scanning is not able to take place, the person must show their Membership Card and proof of residence. If any person is caught sharing their Membership Card (i.e. someone else uses it) and/or any person is caught using a Membership card that is not assigned to said person they will have their entire household account and Membership Cards suspended for one year. The person or persons will not be eligible to register for a Town of West Seneca Recreation program.

Any Membership Card that is lost, stolen, misplaced, expired, etc., and a new Membership Card is needed, the fee will be the same as obtaining a new Membership card.

Each person named on the account or in the household needs their own Membership Card.

How Long Are Membership Cards Valid For?

Membership Cards are valid for two (2) years from the issue date. Example: If your card was issued on June 2, 2020 the card would expire June 1, 2022. Except in the case of Summer Resident passes, see above for more details.

Membership Card Fees:

- Membership Cards are \$10 (per card, per person) and valid for 2 years. We accept cash, check, money orders and credit cards as methods of payment. The preferred method of payment is check or money order "made out to the Town of West Seneca". Credit Cards are accepted but there is an additional transaction fee. The transaction fees are set by Gov't portal and are subject to change at any time with no notice. There is an ATM located at Town Hall, there is a fee for use.
- Active Duty Military, veterans, and senior residents (60+) no fee will be charged. You must request this at the time of Membership Card issuance. Failure to request this may result in you being issued a standard Membership Card and charged the fee. No refunds will be issued.
- Again, accepted methods of payment are cash, check/money order made out to the "Town of West Seneca" and credit card. Please note there is an additional fee for credit card transactions. The preferred method of payment is check. Credit Cards are accepted but there is an additional transaction fee. The transaction fees are set by Gov't portal and are subject to change at any time with no notice. There is an ATM located at Town Hall, there is a fee for use.
- If a Membership Card is lost, a new one must be applied for at the cost of \$10.
- There are no refunds, for any reason, at any time.

What If I currently have a valid Resident ID Card?

We will no longer accept Resident ID Cards. If your Resident ID Card is still valid, you can bring it to the Recreation office (before the expiration date printed on the card) and we will issue you a new Membership Card, valid for two years, at no cost. You must already have your MyRec.Com account set up (for yourself or any person obtaining a Membership Card), turn in the old Resident ID Card and provide all required items needed to obtain a Membership Card. If your Resident ID Card is expired on the date you attempt to obtain a Membership Card you will not be issued a Membership Card at no fee, you will be required to pay the Membership Card fee.

This is a one-time offer for those who currently have a VALID Resident ID Card ONLY. When Membership Cards expire, the new card will be charged the Membership Card fee.

Example A: Sally visits the Recreation office on March 2, 2021. Sally bring her Valid Resident ID Card that expires on December 20, 2021 and her required items. Sally set up her online Recreation Account before visiting the office. West Seneca Youth & Recreation issues Sally a new Membership Card which will expire March 1, 2023 and Sally is charged no fee.

Example B: John visits the Recreation office on March 20, 2021. Mark brings his valid Resident ID Card that expires on December 20, 2021 and his required items. John did not set up his online Recreation Account before visiting the office. West Seneca Youth & Recreation is unable to issue John a Membership Card because he did not set up his online Recreation account.

Example C: Chuck visits the Recreation office on March 25, 2021. Chuck brings his valid Resident ID Card that expires on December 12, 2021, Chuck created his online Recreation account, Chuck did not bring his required items. West Seneca Youth & Recreation is unable to issue Chuck a Membership Card because he did not bring his required items.

Example D: Danielle visits the Recreation office on April 2, 2021. Danielle brings her Resident ID Card which expired on March 1, 2021 and her required items. Danielle set up her online recreation account before visiting the office. West Seneca Youth & Recreation issues Danielle a Membership Card and charges her a fee of \$10.

Please note West Seneca Youth & Recreation reserves the right to change this information at anytime with no notice.