

## **New Freestyle Ice Payment FAQ**

Updates to the Freestyle & CivicRec Plan Payment System (3.6.25)

### **What is CivicRec?**

CivicRec is the District's new recreation management software, designed to manage registrations, facility reservations, memberships, point-of-sale transactions, and more. It streamlines operations by allowing users to register for programs, book facilities, and make payments online, while providing administrators with tools for scheduling, reporting, and customer management. Many of these functions were outdated in our previous registration software. As we transition to this new system, we anticipate some challenges and appreciate your patience and understanding as we work toward providing a better overall experience for both customers and staff. We anticipate this process to be fluid and will continue to evolve, making updates as needed.

### **What are the punch card options?**

We will be changing all punch card and purchase options to 30-minute intervals. All skaters that purchase a punch card must have a:

- Ten (10) skate punch card/30 mins.: \$85
- Twenty (20) skate punch card/30 mins.: \$165

### **Are you still accepting cash payments at the window?**

Cash will still be accepted at the front window. Skaters must pay through the Civic Rec point-of-sale system and check in. Regular skaters will be required to have a CivicRec account to track their skating time and have a signed waiver on file. The office does not accept bills higher than a \$20, therefore, exact change is appreciated. We will accept cash; credit card or Apple Pay.

- Cash/CC/Apple pay at the door / 30 min: \$10
- Cash/CC/Apple pay at the door / 60 min: \$18

### **Current Balances**

All outstanding balances must be paid in full before March 11<sup>th</sup>.

### **Check-in Process**

Please note that skaters must check in at the front office before taking to the ice, and payment to the RMPD is required before skating on freestyle ice.

### **Why do Punch Cards have an expiration date?**

Punch cards require an expiration date to function within the CivicRec scan system. Each card remains valid for one year from the date of purchase.

### **Do skaters that are visiting to skate or plan to skate freestyle before testing need an account?**

One-time skaters do not currently need a CivicRec account. They can pay with cash or with credit card at the window using Civic Rec's point-of-sale system. However, they must sign in at the front desk and complete a waiver (paper document) before skating.

**Will skaters need to purchase a punch card after three (3) cash payments?**

We highly recommend that skaters who attend freestyle ice sessions regularly (more than three times) use a punch card for payment. This helps reduce cash transactions in the office for auditing and security purposes. Additionally, purchasing a punch card provides the best discount on ice time and ensures a smoother check-in process. If cash is your only option, we will still accept it at that rate. Exact change is appreciated.

**What if the private coach a skater has hired is not listed in CivicRec?**

Private coaches hired by skaters who are not listed in CivicRec can be added by the admin team at any time, provided they have a signed contract with RMPD and a valid certificate of insurance on file in the front office. It is the coach's responsibility to ensure all requirements are met before arriving at the rink. Please note that private coaches during freestyle ice are not employees of the Rolling Meadows Park District, and your payment agreement is with the coach, not RMPD.

**Are online single purchases available?**

One of the future payment options we are working on is online pre-purchase of ice slots. Since the implementation of Civic Rec is district-wide, many areas are undergoing changes. We are gradually integrating the program and processes into Freestyle ice times. As we become more familiar with the system, we will expand payment options to modernize transactions and improve efficiency for both skaters and staff. At this time, we do not have a set date for this feature to be added.

**Non-Transferable/Sharable Punch Cards**

Each individual skater must have their own Freestyle Punch Card, which allows the District to track usage per skater and enhances process efficiency. This system operates similarly to our Fitness Center or Pool Pass. We anticipate that the process will be fluid and will continue to evolve, with updates made as necessary. Please note that skaters must check in properly before taking to the ice, and payment to the RMPD is required to participate in freestyle ice time.

**Service Charge to Reload**

Currently, the new system does not allow patrons to view their remaining punches on their accounts. We have requested that CivicRec explore this update. In the meantime, please ask our staff members to check your remaining punches. Due to this limitation, the service charge for reloading at our front counter will be waived at this time. As a reminder, punch cards are intended to be refilled from home, online.

**Skaters that do not have a punch card or payment day of skating**

Skaters that arrive without payment for ice, cash, credit card or punch card will not be allowed on the ice.

