



Policy

&

Procedures

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Error!

Please follow the on-screen
instructions to continue.

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[Restart Course](#)

The logo features a dark blue circle with the text "Food / Beverage" in white above "POS" in a larger white font. To the left of the circle are three overlapping curved shapes in blue, green, and yellow.

Food / Beverage POS

Refunds

- If a customer is truly unhappy with a product, a shift leader or manager may approve an exchange or refund on the same day of purchase.

ID

- As a precaution, employees must verify any card purchase of over \$50 with a government Id card.

Exchanges

- Unopened, pre-packaged food can be exchanged. Freshly made-to-order items can also be exchanged if the customer is truly unhappy with the product.
- Only a shift leader or manager may approve this exchange.

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The logo features a dark blue circle with the text "Open Play" in white above "POS" in a larger white font. Three curved, leaf-like shapes in blue, green, and yellow are positioned around the circle.

Open Play POS

Refunds

- Open Play **Does Not** guarantee a game. No refunds will be given to any player regardless of how long they were participating.

Receipt

- Upon completing an Open Play transaction, you must record the receipt number on the Open Play Sign-In sheet when processing. There is a special line for it in the *Department Use Only* field.

Payment

- Open Play **Requires** cash payment with exact change only. However, a credit card may be used during normal registration hours, Monday – Friday, 8 a.m. – 5 p.m.
- If a credit card or check is used, they must process the payment at the front desk before they are permitted to play.

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The logo features a dark blue circle with the text "Special Event POS" in white. To the left of the circle are three overlapping, curved shapes in green, orange, and blue, resembling stylized leaves or petals.

Special Event POS

Refunds

- There are no refunds or exchanges for items sold related to Special Events. All ticket sales are **Final**

Tickets

- Each facility stores the special event related items in a different location. Be sure to know when you are running low. If you are, contact the organizer for more to be sent.

Customers

- Not every customer has an account. However, if they do, their account should be used to record the transaction. Be sure to ask before finishing the receipt.
- If they do not have an account, you may use the default: "Drop-In Customer"

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