

# *Before We Continue . .*

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## **Please Note Common Policies and Procedures**

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### **Account Balance**

Before enrolling a customer in a course, please be sure to check the family's account balance. All patrons must have an existing credit, or a zero balance to continue.

### **Refund Policy**

When a registrant requests a refund at least 10 city business days before the first class, they may opt to receive 50% refund by check or credit card OR a full credit to their CarlsbadConnect account.

No refunds are to be provided after the deadline has passed.

### **Aquatics Abilities**

Some clients may not know what ability they may fall under. Alta Norte offers placement tests on appointment for this determination. If a client wishes to enroll in an aquatics course, the same refund and transfer policy is applicable.

### **Preschool Policies**

Mid session, a patron has priority registration, if they are currently enrolled, up until a week prior to the first class. After, registration is open to the public. Priority week, the last week of priority, is 3 weeks after the start of the session.

### **Enrollment Overrides**

In some cases, you may receive an alert concerning requirements for the course. If a participant is outside the course age range, there is a one-month buffer before explicit approval is provided to you from the course instructor.

If the course is already full, you may not enroll the client in the activity. Instead, add their name to the waiting list and they will be called if a position opens.

### **Transfer Conditions**

**Awaiting Policy...**



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### What is Needed

Before we may sell a permit to a client, they must first purchase a launch permit from California Watersport unless their vessel is non-power (passive).

Once a launch permit is obtained, they must return to the Monroe Street Pool with their current registration and launch permit.

### Prorating

Prorating starts September 1, where it becomes half off. no other reduced prices are available.

### PWC (Personal WaterCraft)

PWC, including jet skis, must be rented from California Watersport at the Lagoon. Launch Permits are currently not offered for these vessels.

### Registration Requirements

If registration expires within the year, patrons must renew the registration before a permit is received. A temp would be issued while the application is processed. Permits are calendar year based, not registration based.

### Restrictions

Due to the size of the lagoon, and the vast array of vessel use, boats must be **at most** 21 feet long.

If a patron has a larger vessel, the police department must measure and determine eligibility for lagoon use.

The vessel must be registered in CA. If registered in a different state, the patron may receive a temp registration from the DMV, which would then allow the patron a temp permit for the lagoon. Patrons have 60 days to register their boat in CA.



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### Bristol Cove Residents

Bristol Cove residents have their own launch ramp. This allows them different restrictions than California Watersport's ramp (The City of Carlsbad has a contract), the one patrons use with our permits.

Bristol Cove residents may use a PWC and do not need to rent one from California Watersport.

In addition, due to the use of their private ramp, only Bristol Cove Residents are permitted to use Daily Power Permits. California Watersport currently restricts use of power vessels on their ramp.

### Power vs. Passive

The current permitting process allows Power vs. Passive. Power includes ski boats, PWC and anything with a motor. Passive includes everything else such as Sunfish, Paddleboards, kayaks, canoes and similar (non-motor).

### Purchase Locations

All available permits may be purchased with cash or card at Monroe street pool, once a launch permit is obtained (if required).

A client may purchase an annual passive permit online, not a power due to additional requirements.

Daily passive permits may be purchased at the lagoon **solely** with a credit card payment

### Additional Annual Permits

Since annual permits are sold as memberships, they may not be modified at a later point to increase/decrease the quantity of vessels.

To add an additional vessel, you must choose the "Lagoon Permit - 1 Add'l xxx Vessel" option, or, assign the permit to a different member of the family on CarlsbadConnect.



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### Replacement Permits

Daily Permits are non-refundable and non-transferrable. If a patron loses their Daily Permit, they must purchase another.

If a patron misplaces their annual permit sticker for their vessel, they may purchase a replacement for \$8.

When replacing a Power Permit, the boat registration must be resubmitted. When replacing a Passive Permit, their receipt must first be verified by staff before receiving their sticker.

### Customer Assignment

If a client is purchasing a daily passive, they can be recorded as “Drop-In Customer” through POS.

If the client is purchasing an annual permit, the client must have an account through CarlsbadConnect.

### Multiple Permits

If more than one permit is being purchased, a permit application **for each vessel** must be submitted.

Individual clients who use more than one vessel must a permit for each vessel, even if they are the only one using each vessel.

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### Launch Numbers

The launch numbers are different if gathered from Bristol Cove or California Watersport.



# Permit Checklists

## Power Annual

- ☐ Application filled out
- ☐ Current DMV Registration
- ☐ Launch Permit
- ☐ Photo-Copy placed on file of DMV Registration
- ☐ Verify they have an account in ActiveNet. If they don't, create one.
- ☐ Assign a patron a permit sticker (rectangular = power), write the CF number on the sticker and write it on the application (top right corner).
- ☐ Receive payment
- ☐ Email patron receipt, give them the Permit and Lagoon handout (found in the file cabinet)

Handouts Include:

- ☐ Rules and Regulations
- ☐ Map of Lagoon

- ☐ Record transaction on application and in Lagoon Permit Logs binder

## Passive Annual

- ☐ Application filled out
- ☐ Verify they have an account in ActiveNet. If they don't, create one.
- ☐ Assign a patron a permit sticker (rectangular = power), write the CF number on the sticker and write it on the application (top right corner).
- ☐ Receive payment
- ☐ Email patron receipt, give them the Permit and Lagoon handout (found in the file cabinet)

Handouts Include:

- ☐ Rules and Regulations
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