

DEAR HILLSIDE PICKLEBALL PLAYERS,

Changes are coming to the Pickleball process!

On March 21st, 2023, the Boylston Parks & Recreation Department will change the Pickleball payment process over to a PUNCHCARD system. This will help streamline payment and waiver collection systems; and eliminate storage of cash in the gym lobby. The 'cash at the door' system will be available until April 11^h to help with this transition.

Each player will need to order PUNCHCARDS online, but payment may be made online or in-person in the Parks & Recreation Office during normal business hours. All PUNCHCARDS, regardless of payment method, will need to be picked up in the Parks & Recreation Office during normal business hours.

All players should continue to sign the log sheet in the lobby even after the new system is fully implemented.

The Parks & Recreation Office is open from 8:00am-2:00pm Monday, Tuesday, Wednesday, and Thursday. We are closed on federal and state holidays. In the event of a closing, a notice will be posted on Boylstonparks.org. Our email address is Boylstonparks@boylston-ma.gov and the phone number is 508-869-6009. If you have any questions, concerns, or need help with your account, do not hesitate to reach out. Thank you for your cooperation! ~ Pam



So, how does it work?

1. Each player will need to create an account on the Boylston Parks & Recreation website at www.Boylstonparks.org. Required information includes, but is not limited to name, birthdate, address, email, and phone number.
2. After establishing an account at www.Boylstonparks.org, each player should log in to purchase PUNCHCARDS.
3. Upon logging in, choose the 'REGISTER' tab on the landing page, then 'STORE' in the drop-down menu. The PUNCHCARDS is listed as a 'PRODUCT' to purchase.
4. **There will be SIX product choices (see below).**

Read through all the information in this section for details on residency and payment types before choosing a product.

Regardless of payment method, all players will need to pick up their PUNCHCARDS in-person at the Parks & Recreation Office.

With the exception of single session, all PUNCHCARDS will have ten sessions per card.

Multiple cards may be purchase in one transaction (recommended for frequent players).

The SIX product choices are:

1. B/B/WB Resident*/Online Payment** - 10 Sessions (lives in Boylston/Berlin/West Boylston)
2. B/B/WB Resident*/In-person Payment – 10 Sessions (lives in Boylston/Berlin/West Boylston)
3. Non-resident/Online Payment** – 10 Sessions (does not live in 'resident' towns)
4. Non-resident/In-person Payment – 10 Sessions (does not live in 'resident' towns)
5. Single session at \$5/Online Payment*
6. Single session at \$5/In-person Payment
(Resident, Non-resident, Guest, or Someone just wanting to try)

A player should choose the product option that matches BOTH their residency AND preferred payment method and add it to their cart.

***RESIDENT: For this activity is defined as a player living in Boylston, Berlin, or West Boylston.**

TO MAKE AN ONLINE PAYMENT: A player choosing to pay online using a credit card or e-check, will also need to create an account with Uni-pay. Uni-pay is the processor of credit cards and ACH (e-check) transactions used by the Town of Boylston. If a credit card or ACH (e-check) payment is being made, a prompt will ask the user to log into an existing Uni-pay account or create one. The process is similar to creating the Boylstonparks.org account. A username and password will need to be created. Once in the Uni-pay system, the user can add their payment method and check out. There are banking fees associated with paying online. See below.

*****NOTE ABOUT ONLINE PAYMENTS: Uni-Pay is the third-party processor of credit cards. There are bank fees associated with using Uni-pay. The fees are not charged or collected by the Town of Boylston. They are non-refundable and subject to change. Before completing your purchase, you will be notified of the fee before proceeding. Fees currently range from \$0.50 for ACH (e-check) processing up to \$3.95 for some credit cards. Debit cards for this purpose are treated the same as a credit card.***

When an online payment is completed:

Upon completion of the payment transaction, a receipt (invoice) will be emailed showing credit for the payment. The receipt is proof of payment and may be used at the Parks & Recreation Office, in printed or electronic format, as proof of payment. Check junk and SPAM folders if a receipt is not received. The player will need to go to the Parks & Recreation Office to pick up their PUNCHCARDS.

TO PAY IN-PERSON: Bank fees can be avoided by choosing a pay in-person product and completing the payment cycle in the Parks and Recreation Office. A Uni-pay account is not necessary to pay in-person. The Parks & Recreation Department can accept checks (paper) and exact change cash payments in the office. We cannot make change or process credit cards. When a player pays in-person, the payment transaction is made by office personnel. When payment is attributed to the players account, a receipt showing payment will be generated and sent via email. PUNCHCARDS will be issued at the time of payment.

When a player opts to pay in-person but registered on line:

When a player chooses to pay in-person, they complete the check-out cycle online, but no payment is required at the time of check-out. An invoice showing zero owed and zero paid will be emailed upon completion of the 'online purchase', however they agree to make an in-person payment in the Parks & Recreation Office to receive their PUNCHCARDS. Check junk and SPAM folders if an invoice is not received. When completing the purchase in-person, checks(paper) or exact cash will be credited to the

players account by Parks & Recreation personnel and a receipt immediately generated via email reflecting the payment. Again, check junk and SPAM folders if a receipt is not received.

SINGLE SESSIONS:

Single sessions may be appropriate for certain situations like a visiting guest or someone wanting to try Pickleball for the first time. The player will need to follow the same steps as defined by the other methods. The bank fees may deter a player from buying a single session online. Single sessions may be paid for in the Parks & Recreation Office using a check(paper) or exact cash. What is DIFFERENT is if the player intends to play same day, they may use their receipt dated the same day as proof of payment. They will need to show it to the point person in charge of Pickleball play for the day. If they intend to use it in the future, they should visit the Parks & Recreation Office to obtain a PUNCHCARD. Check junk and SPAM folders if a receipt is not received.

REGARDLESS OF PAYMENT METHOD, ALL PUNCHCARDS SHOULD BE CLAIMED IN THE PARKS & RECREATION OFFICE AS SOON AS POSSIBLE, PREFERABLY SAME OR NEXT DAY WHEN POSSIBLE.

5. The player should choose the product option that matches both their residency status and payment preference, place the item(s) in their cart, and proceed to check out.
6. **When the player opts to pay online**, they should place the appropriate product in their cart and begin the payment process. The player will be prompted to log-in or create a Uni-pay account to complete payment (bank fees apply to pay online). The purchase can be completed by logging into Uni-Pay and using either a credit card or ACH (e-check) payment. A prompt showing the amount of the bank fee will appear and require acceptance before proceeding with the transaction. Upon purchase completion, a receipt will be automatically generated and sent via email to the address used to register the account. Check junk and SPAM folders if a receipt is not received. (see above for more detail regarding online payments)
7. **When the player opts to pay in the office**, they should place the appropriate product in their cart and begin the check-out process. The transaction will be completed with no payment made and a zero balance due. An invoice showing a zero payment will be automatically generated and sent via email. Check junk and SPAM folders if an invoice is not received. The player agrees to pay the amount in the product description for each PUNCHCARDS in-person at the Parks & Recreation Office to receive their PUNCHCARDS. Checks (paper) and exact cash can be used for payment in the Parks & Recreation Office. Payment will be credited by personnel to the player's account and a receipt will be automatically generated and sent via email to the address used to register the account. Check junk and SPAM folders if a receipt is not received. (see above for more detail regarding in-person payments)
8. All purchases, regardless of residency status or payment method, will require players to electronically accept the Town of Boylston's Liability Waiver, which will be stored in the Parks & Recreation Department's database.
9. All players will need to visit the Parks & Recreation Office during regular business hours to get their PUNCHCARDS. The exception would be a single session, same day player – see above.
10. To pick up the PUNCHCARDS, a player must complete payment (either online or in-person). Proof of payment for online transactions may be required (printed or electronic) and all players should be prepared to show identification and provide a signature to take possession of their card(s). Please get your PUNCHCARDS within a week of purchase – ideally same day or next day.

Note: If a player is appointing a pick-up person to get their PUNCHCARDS, the Parks & Recreation Department requires written authorization. Please email Boylstonparks@boylston-ma.gov with details. The person

designated for pick-up should be prepared to show identification and sign for the PUNCHCARDS. Payment must be verified before they are released.

11. Once the PUNCHCARDS have been signed for by either the player or designee, they become property of the player and are considered 'goods delivered.' No refunds may be given.
12. The player should present their PUNCHCARD at the door of each session (or their single session receipt for the date of play).
13. The PUNCHCARDS may be verified and punched by a designated point person from the Pickleball group, or each player may be instructed to punch their own card.
14. All players are expected to respect the honor system, whether asked to punch their own card or by agreeing to not sharing their cards with others. It is imperative that every player follow the rules to ensure liability waivers are on file for all participants. Violations could result in removal from the program.
15. All players should continue to sign the attendance logs outside the gym; they will still be collected by the Parks & Recreation Department.

Quick Notes about PUNCHCARDS:

- They will be printed showing 10 sessions per card to maintain the integrity and durability card.
- Multiple cards may be purchased in one transaction.
- The cards do not expire and can be used as long as the current Pickleball program is played in the Hillside Gym, however there is no guarantee how long that will be.
- Caveat to players: While the cards do not expire, players should use their best discretion when deciding to make their purchase and buy according to their level of activity. New players may opt to choose a single sessions. Infrequent, but regular players may choose to buy one 10 PUNCHCARD at a time. Frequent players may wish to buy two 10 PUNCHCARDS at a time.
- An account at Boylstonparks.org is required to make a PUNCHCARD purchase.
- An account at both Boylstonparks.org and UNIPAY are required to pay online.
- Exact cash and paper checks can be exchanged in the office.
- Acceptance of the Town's liability waiver is required for purchase.
- Once signed for by the player or designee as received, they become the property of the player.
- They are not transferable and intended only for the player making the purchase.
- You may pick up an order for a friend, but they will have to place the order on their own account and send an email designating a pickup person.
- They cannot be replaced if lost or stolen.
- A space is available for the player's name.
- The Parks & Recreation address has been added in case someone returns a lost card.
- They hold no cash value, and incomplete or unused sessions cannot be refunded.
- Completed cards can be discarded.

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