# 23 Understand Difference Between Contracts and Program Registration

## How to Get a Manager Check-Off

Explain to the Challenge Center Manager the differences between clients with contracts and clients using program registration and how that can affect a Challenge Center program.

## Procedure Details

Most Challenge Center Clients will be contracted for a specific number of participants that they plan on bringing to the Challenge Center. We use this number to determine how many staff to schedule. The client is responsible for paying for this number of participants prior to their program date.

* If groups bring fewer participants than contracted for, they are still responsible for paying that amount. If a client asks you about it, you should have them call the office. Never guarantee anything regarding payment to a client.
* If a group brings more participants than they contracted for, this is ok. If a client is prepared to pay for their extra participant and the office is open, direct them to the office to avoid having to handle money at the course. If the office is not open, you may take payment of cash or check (see *Money Handling Procedures* in the *Appendix*). If neither you nor the client knows how much is due, or the client wants to pay by credit card, have them call the office on the next business day. Never guarantee anything regarding payment to a client.

Some, not many, programs will not use a contract, but instead will have the participants come into the office and pay individually. These are mostly Sac State classes. This way, if a participant doesn’t attend, the professor isn’t held accountable for paying those fees. There will be an estimate of how many participants are expected and it is this number that is used when determining how many staff to schedule. Refer to *Process Waivers* for more information on collecting and processing waivers when a participants registered themselves through Program Registration.

If a participant on a Program Registration program hasn’t paid, they must pay before participating. The best practice is to send them to the office to pay. If the office is closed they may pay on the course with check or cash (in exact change). Never allow someone to participate and promise to pay on the next business day. There are plenty of ATM’s on or near campus to get cash. If someone needs change, explain to them that we don’t have a cash register on site and they must find a way to make change. Another classmate might be able to help or they can find an open business on or near campus and make exact change. Never take all of their money and tell them to come in for change the next business day.