

REC TECHNOLOGIES INC. SERVICES AGREEMENT

Client and Rec share the goal of increasing community participation. Client desires to make its facilities and programming offerings available to residents and to otherwise take advantage of the administrative, scheduling, and transactional, and marketing functions of the Rec Platform to help get the local community active. Rec also desires to give Client access to the Rec Platform in a way that improves the day-to-day operations for the Client.

This Services Agreement (“Agreement”) is made as of _____ (the “Effective Date”), by and between the City of Pflugerville (“Client”) and Rec Technologies Inc. (“Rec”). Client and Rec are referred to herein collectively as the “Parties,” and each as a “Party.”

This Agreement is comprised of the following Schedules which are incorporated into and made a part of this Agreement:

Schedule 1 (Services)

Schedule 2 (Fee Schedule)

Schedule 3 (Marketing & Promotional Commitments)

Schedule 4 (Scope of Work)

Procurement Vehicle. Client is purchasing the Services through the cooperative purchasing program identified in Schedule 2. The applicable cooperative purchasing contract provides the cooperative purchasing authority and pricing under which Client is procuring the Services. Except as expressly required by the applicable cooperative purchasing contract, this Agreement governs the provision of the Services between Client and Rec.

1. Services. Rec owns and operates a proprietary technology platform (the “Rec Platform”) that powers the management and use of facilities such as racquet courts, sports fields, aquatics centers and other recreational spaces, which may include opportunities for Rec’s authorized users to view schedules and play guidelines, book programming and reserve such spaces for recreational use, lessons, and other facilitated or unfacilitated activities (collectively, the “Services”). Client shall be entitled to the Services set forth in Schedule 1 (attached hereto) at the negotiated rates set forth in Schedule 2 (attached hereto). In addition to the Services set forth in Schedule 1, Client may also opt in to additional services as approved in writing (via amendment or email) by the Parties hereto. Use of the premises and the Services shall at all times be subject to Client’s resident terms of use and Rec’s published community guidelines.

2. Term; Termination.

(a) Term. This Agreement commences on the Effective Date and continues through December 31, 2032 unless earlier terminated in accordance with the terms of this Agreement (the “Initial Term”). Unless otherwise set forth herein, upon expiration of the Initial Term, this Agreement will automatically renew for additional consecutive one-year (1-year) periods (each, a “Renewal Term” and, collectively with the Initial Term, the “Term”), unless and until either party gives the other at least ninety (90) days’ prior written notice. Fees during any Renewal Term shall be the same as that of the previous term unless Rec provides Client with notice of a pricing change, in which case such pricing change will go into effect during the next Renewal Term.

(b) Termination. Either Party may terminate this Agreement immediately by written notice to the other Party in the event of (i) the other party materially breaches the Agreement and does not cure such breach within thirty (30) days following written notice thereof or (ii) either Party makes a general assignment for the benefit of creditors, is adjudicated as bankrupt or insolvent, commences a case under applicable bankruptcy laws or files a petition seeking reorganization.

(c) Effect of Termination. Upon expiration or termination of this Agreement, (i) the rights and licenses granted to Client hereunder will terminate immediately and Client shall be responsible for all Fees due as of the date of termination as set forth in Schedule 2 hereto, (ii) Client will immediately cease all use of the Rec Platform and (iii) each Party will return or destroy and make no further use of any Confidential Information belonging to the other Party.

3. Representations & Warranties

(a) Each Party represents to the other that it is a valid legal entity and is in good standing or validly existing under the laws of the state of its formation and residence. Each Party represents that it has all the requisite legal power and authority to execute, deliver and perform its obligations under the Agreement; that the execution, delivery and performance of the Agreement has been duly authorized; that the Agreement is enforceable in accordance with its terms; and that no approval, authorization or consent of any governmental or regulatory authorities is required to be obtained or made in order for it to enter into and perform its obligations under the Agreement.

(b) EXCEPT FOR THE LIMITED PERFORMANCE WARRANTY STATED ABOVE, REC AND ITS AFFILIATES AND SUPPLIERS DO NOT REPRESENT THAT CLIENT’S USE OF THE SERVICES WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR THAT ALL ERRORS IN THE SERVICES OR DOCUMENTATION WILL BE CORRECTED OR THAT THE OVERALL SYSTEM THAT MAKES THE SERVICES AVAILABLE (INCLUDING BUT NOT LIMITED TO THE INTERNET, OTHER TRANSMISSION NETWORKS, AND CLIENT’S LOCAL NETWORK AND EQUIPMENT) WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THE STATED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED BY ANY PARTY OR THIRD PARTY. THERE ARE NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY MADE ABOVE, THE SERVICE IS PROVIDED TO CLIENT ON AN “AS IS” AND “AS AVAILABLE” BASIS. CLIENT ASSUMES ALL RESPONSIBILITY FOR DETERMINING WHETHER THE SERVICES OR THE INFORMATION GENERATED THEREBY IS ACCURATE OR SUFFICIENT FOR CLIENT’S PURPOSES.

4. Indemnification

(a) Each party (the “Indemnifying Party”) shall fully indemnify, defend and hold harmless the other party and its officers, directors, employees, agents, successors and assigns (the “Indemnified Party”) from and against any and all third party claims, damages, liabilities, losses, and expenses (including any and all reasonable attorney fees, expenses and costs) incurred by or asserted against any Indemnified Party of whatever kind or nature due to (a) a breach or alleged breach by the Indemnified Party of any representation or warranty in this Agreement, and/or (b) a claim related to the negligent acts or negligent failure to act, errors, omissions, or willful misconduct of the Indemnifying Party, its employees, agents, or contractors. The Indemnified Party shall promptly notify the Indemnifying Party of any such claims, suits and actions, and upon request, provide reasonable assistance to the Indemnifying Party. The Indemnifying Party shall not enter into any settlement or compromise related thereto that contains an admission on the part of the Indemnified Party or otherwise negatively impacts the Indemnified Party in any manner without the prior written consent of the Indemnified Party.

5. Intellectual Property

(a) Ownership. Except as expressly set forth herein, Rec and its licensors own all rights, including Intellectual Property Rights, in the Services and any information included therein (excluding any Client Data), including software and other technology underlying the Services and any individual user account data and records, any modifications, enhancements, customizations, updates, revisions or derivative works of the Services or such technology or information. No transfer of ownership will occur under this Agreement.

(b) Client Data. Except as expressly set forth herein, Client will own all worldwide right, title and interest in and to all Client Data and Rec will not obtain any ownership rights or interests in such data. Client hereby grants to Rec a non-exclusive license to use, reproduce, modify and distribute copies of and make available the Client Data and to sublicense such rights only as is necessary to provide the Rec Platform to Client. “Client Data” will mean all data and information submitted to the Rec Platform under the account of an employee, consultant, contractor or agent of Client.

(c) Restrictions. Client will not, and will not allow any third party to (i) modify, copy or otherwise reproduce the Rec Platform or content available therein in whole or in part except as may otherwise be agreed upon by the Parties in writing, (ii) reverse engineer, decompile, disassemble or otherwise attempt to derive the source code form or structure of the software used in the Rec Platform, (iii) provide, lease or lend the Rec Platform to any third party except as expressly authorized hereunder, (iv) remove any proprietary notices or labels displayed on the Rec Platform, (v) modify or create a derivative work of any part of the Rec Platform, (vi) use the Rec Platform for any unlawful purpose, or (vii) “frame” or “mirror” any of Rec’s content which forms part of the Rec Platform. All rights not expressly granted to Client under this Agreement are reserved by Rec.

6. Equal Opportunity. Rec will not discriminate against any employee, applicant for employment, agent or subcontractors, or in the selection thereof, because of race, religion, color, national origin, marital status, sex, disability, sexual orientation or age. Rec will take such actions as are reasonably necessary to ensure that employees, applicants for employment, agents or subcontractors, are treated without regard to their race, religion, color, national origin, marital status, sex, sexual orientation or age. As used herein, the term “treated” will mean and include, without limitation, the following: recruited, whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship; promoted; upgraded; demoted; downgraded; transferred; laid off; and terminated.

7. Confidentiality. Each party agrees to keep confidential and not disclose or use any confidential information of the other party except as necessary for the performance of its obligations under this Agreement.

8. Independent Contractor. Rec, in performance of its obligations under this Agreement, is acting as an independent contractor, and the personnel supplied to Client are engaged solely by Rec and not by Client. Rec personnel are not employees or agents of Client, and neither Rec nor its employees or agents will be subject to the direction, control or supervision of Client with respect to that time spent or procedures followed in the performance of the Services hereunder, and has no right or power, express or implied to do any act or thing that would bind Client.

9. Limitation of Liability. TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT WILL REC (INCLUDING ITS SUBSIDIARIES AND OTHER AFFILIATES) OR ITS OR THEIR OFFICERS, EMPLOYEES, AGENTS, SUPPLIERS OR LICENSORS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, COVER OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, REVENUE, GOODWILL, USE OR CONTENT), HOWEVER CAUSED, UNDER ANY THEORY OF LIABILITY, INCLUDING, WITHOUT LIMITATION, CONTRACT, TORT, WARRANTY, NEGLIGENCE OR OTHERWISE, EVEN IF REC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE AGGREGATE MAXIMUM LIABILITY OF REC (INCLUDING ITS SUBSIDIARIES AND OTHER AFFILIATES) AND ITS AND THEIR OFFICERS, EMPLOYEES, AGENTS, SUPPLIERS OR LICENSORS, ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE SERVICES, WILL BE LIMITED TO TWO TIMES (2X) THE FEES PAID OR PAYABLE BY CLIENT UNDER THIS AGREEMENT DURING THE TWELVE (12)-MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO LIABILITY. THE EXISTENCE OF MULTIPLE CLAIMS WILL NOT INCREASE SUCH LIMIT. THE LIMITATIONS AND EXCLUSIONS IN THIS SECTION APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE OR DOES NOT FULLY COMPENSATE CLIENT FOR ANY LOSSES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF CERTAIN DAMAGES; IN SUCH EVENT, THE LIMITATIONS AND EXCLUSIONS IN THIS SECTION WILL APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW. THE PARTIES ACKNOWLEDGE THAT THE LIMITATIONS SET FORTH IN THIS SECTION ARE INTEGRAL TO THE FEES CHARGED FOR THE SERVICES AND THAT, IF REC WERE TO ASSUME LIABILITY BEYOND THAT SET FORTH HEREIN, SUCH FEES WOULD NECESSARILY BE SUBSTANTIALLY HIGHER.

10. Governing Law. This Agreement has been made in and will be construed and enforced in accordance with the laws of the State of Texas applicable to agreements executed and wholly to be performed therein. Any action to enforce this Agreement will be brought in the federal or state courts located in Travis County, Texas.

11. Supremacy of this Agreement. The provisions, terms and conditions of this Agreement hereto represent the entire Agreement and supersede any prior written agreement or understanding not incorporated herein. In the event that inconsistencies exist between this Agreement and any prior written agreements or understandings, the terms of this Agreement will prevail.

12. Right of Assignment. Neither this Agreement nor any rights or obligations hereunder may be assigned by either party hereto without the consent of the other; provided, however, that each party will have the right to assign this Agreement without the other party's consent in connection with the purchase or sale of its business. This Agreement will inure to the benefit of and be binding upon the Parties and their representative successors and assigns. Nothing will prevent the use by or for sublicense to, or assignment, in whole or in part, of this Agreement to Client's parent company or to subsidiaries of either thereof.

13. Further Assurance. The Parties agree to perform all acts and execute all supplementary instruments or documents which may be necessary or desirable to carry out the provisions of this Agreement.

14. No Waiver. The failure of either party to insist upon the performance of any terms or conditions of this Agreement or to exercise any rights or privilege conferred in this Agreement or the waiver of enforcing penalties resulting from any breach of any of the terms or conditions of this Agreement, will not be construed as waiving any such terms, conditions, rights or privileges, but the same will continue and remain in full force and effect as if no such forbearance or waiver had occurred.

15. Insurance. Rec will maintain the following insurance coverage naming Client and its directors, agents and employees as additional insured. Upon request, Rec will provide Client with a Certificate of Insurance reflecting such coverage.

- (a) Commercial General Liability: \$1,000,000 per occurrence and \$2,000,000 Aggregate
- (b) Cyber, Technology and Professional Liability: \$2,000,000 per occurrence and \$2,000,000 Aggregate
- (c) Sexual Abuse & Molestation Liability: \$1,000,000 Aggregate
- (d) Worker's Compensation: Employee's liability insurance with minimum limits of \$1,000,000 per occurrence. The workers compensation policy shall be endorsed with a waiver of subrogation in favor of Client for all work performed by Rec, its employees, agents and subcontractors.

16. Force Majeure. Neither party will be liable for any delay in the performance or non-performance of its obligations if such delay or non-performance is due to causes beyond such party's reasonable control, including but not limited to, fire, explosion, accidents, strikes, breakdown of plant, epidemic, cyclone, flood or power failure, civil disorder, acts of government, acts of public enemies, acts of terrorism, war, revolution, civil commotion, blockage or embargo, business interruption, business emergency, any law, order, proclamation, regulation, ordinance, demand or requirement of any government or any subdivision authority or representative of any such government or any other force majeure event ("Force Majeure"). In the event a Force Majeure is affecting any Party, the affected Party will have the right to terminate this Agreement by providing written notice to that effect and the affected Party will be released from its obligations under the Agreement and will not be obligated to make any further payments under this Agreement as of the termination date.

17. Notices. All notices and other communications required or permitted under this Agreement will be in writing and will be effective: (i) when personally delivered; (ii) the next business day following deposit with a reputable courier service for overnight delivery; or (iii) five (5) business days following deposit in the United States mail, first class postage prepaid, registered or certified. All notices will be addressed as follows:

If Client:

ATTN:

With an emailed copy to _____

If Rec:

ATTN:

Rachel Williams

2261 Market Street STE 22268

San Francisco, CA 94114

With an emailed copy to _____

IN WITNESS WHEREOF the parties hereto have signed this Agreement as of the date first written above.

Client

Rec Technologies, Inc.

Signature

Name

Title

Date

DocuSigned by:
Rachel Williams
2D0525B757DC4A6...

Signature

Rachel Williams

Name

President

Title

7/30/2026

Date

SCHEDULE 1: REC PLATFORM & SERVICES

Incorporated into the Services Agreement between Client and Rec Technologies Inc. This Schedule defines the platform modules and ongoing and launch services included under this Agreement.

Pilot vs. Full Platform. Selection of one or two modules constitutes a pilot program with Rec. Selection of all modules constitutes use of the full Rec platform. The applicable modules for this Agreement are indicated in the table below.

1A — PLATFORM MODULES

MODULE	DESCRIPTION	STATUS
Programming	Class registration, summer camps, aquatics lessons, waivers, and Fast Track	✓ Included
Facilities	Facility reservations, permit management, dynamic calendar, rules engine	✓ Included
Memberships	Membership plans, renewal management, eligibility rules	✓ Included
Finance & Reporting	Revenue reporting, remittances, accrual-based accounting, payment plans	✓ Included
Embedded Payment Processing	Online and point-of-sale transaction processing	✓ Included
Marketing & Communications ¹	Email & SMS with targeted segment building for targeted communications	✓ Included
AI-Powered Tooling	Intelligent scheduling, recommendations, and operational tools	✓ Included
Events & Ticketing	Offer a modern and integrated ticketing experience for your community events	✓ Included

¹ Marketing & Communications includes 10,000 SMS messages. Additional messages are billed at \$0.03 each.

1B — ONGOING SERVICES

SERVICE	DESCRIPTION	STATUS
Dedicated Partner Success Manager (PSM)	Named PSM with regular check-ins and live support	✓ Included
Partner Support Team	Available via email (business hours) and in-app chat (24/7)	✓ Included
Ongoing Training	Live and recorded sessions for new features and platform updates	✓ Included
Marketing Design & Production	Design support for digital and print materials	✓ Included

1C — LAUNCH SERVICES

SERVICE	DESCRIPTION	STATUS
Staff Training Program	Comprehensive live training for all agency staff	✓ Included
Account Management & Configuration	Dedicated support through system setup and go-live	✓ Included
Data Migration Assistance	Migration of core data from existing systems	✓ Included
Community Engagement Campaign	Marketing campaign supporting public launch	✓ Included
Warm Welcome	Process to enable account claiming with prior entitlements, memberships, etc.	✓ Included

Additional Services. Client may opt into additional services not listed above with written approval by both Parties (via amendment or email). All use of the Rec Platform is subject to Client's resident terms of use and Rec's published community guidelines.

SCHEDULE 2: FEE SCHEDULE

Cooperative Purchasing Information

- Cooperative Purchasing Program: OMNIA Partners, Public Sector
- Contract Number: R240303
- Authorized Reseller: Carahsoft Technology Corp.
- Quote Number: [TBD]

Client's purchase of the Services shall be made pursuant to the Carahsoft quotation identified above. This Agreement governs the provision of the Services between Client and Rec, except as expressly required by the cooperative purchasing contract identified above.

Schedule 2A: Annual Fee

Fee based on Client’s annual revenue estimate of \$6,400,000

Year	Rec Annual Fee*	Invoice Date
Year 1	\$0	N/A
Year 2	\$96,000	January 01, 2028
Year 3	\$100,800	January 01, 2029
Year 4	\$105,840	January 01, 2030
Year 5	\$111,132	January 01, 2031
Year 6	\$116,688	January 01, 2032

**List price for cities transacting \$6-7M in revenue on the Rec platform.
Annual fee is based on the Client’s good-faith estimate of revenue to be processed through the platform.
Rec reserves the right to regularly review the prior quarter’s transaction volume and to adjust the service fees as necessary to reflect the transaction volume processed during that period.*

Schedule 2B: Payment Processing

The following fees are charged based on the method of transaction made by end users on the Rec platform.

The Client has the option to pass a portion of the following payment processing fees incurred during transactions onto end users. The specific amount or percentage to be passed on will be determined and set by the Client at their discretion.

Payment Method	Fee
Credit Card	3.5% + \$0.30
ACH or ECheck	1.0%
Cash or Physical Check	No Fee

Payment processing fees apply to all transactions, including initial charges made by end users and refunds issued. In the case of a refund, the original processing fee is not returned, and the standard processing fee will apply to process the refund for credit cards.

ACH payment pricing is listed for reference and reflects a payment option that Rec intends to make available in the future.

Schedule 2C: Events & Ticketing

For paid events and tickets sold on the Rec Platform, a fee of 2.0% per ticket will be applied (\$0.50 minimum). The Client has the option to pass through the ticketing fee onto end users. The specific amount or percentage to be passed on will be determined and set by the Client at their discretion. Free events shall not incur any additional fees.

Schedule 2D: Implementation & Hardware

Implementation & Hardware	Fee
System Configuration	\$50,000
Data Migration Assistance	
Staff Training	
Design and Brand Collaboration	
Point of Sale Hardware Readers	\$350 per terminal
Facility Public Signage - 18x18" (Courts, Rinks Etc)	\$60 per sign
Facility Public Signage - 9x9" (Rec Rooms, Picnic Rentals)	\$40 per sign

Schedule 2E: Payment Terms

Rec shall be responsible for issuing invoices for all fees due under this Agreement. All payments shall be made in U.S. dollars and may be remitted via ACH transfer, wire transfer, or check. The Client shall be responsible for any bank fees or transaction costs associated with their chosen payment method. All payments must reference the corresponding invoice number to ensure proper application.

Annual Fee Payment Terms

The Annual Fee for the Services shall be due and payable within thirty (30) days of the dates outlined in the schedule provided above. Failure to remit payment within the specified timeframe may result in suspension of Services or other remedies as outlined in this Agreement.

Implementation Fee Payment Terms

The Implementation Fee shall be due and payable within thirty (30) days following the Effective Date of this Agreement. The Effective Date shall be the date of execution of this Agreement by both Parties. Failure to remit payment within the specified timeframe may result in suspension of Services or other remedies as outlined in this Agreement.

Hardware and/or Signage Purchasing Invoice

The Client shall be invoiced for any hardware and/or signage purchases made by Rec Technologies on the Client's behalf. Such invoices shall be issued upon procurement of the hardware and/or signage and shall be due and payable within 30 days of the invoice date. The Client acknowledges that all hardware and/or signage purchases are final and non-refundable unless otherwise stated in the manufacturer's warranty or return policy.

SCHEDULE 3: MARKETING & PROMOTIONAL COMMITMENTS

1. CLIENT MARKETING OBLIGATIONS

- a. Email.** Client will actively participate in Rec partner marketing initiatives by sending out email messages to its community members to promote and advertise recreational programming facilitated by the Rec Platform.
- b. Direct Links from the City Website.** Client will include direct links to the Rec Platform on relevant sections of its website. These links will provide easy access for community members to explore and register for recreational programs.
- c. Co-Marketing.** Client agrees to reasonably participate in mutually agreed upon co-marketing efforts, which may include a joint press release, customer case study, or similar activity highlighting the implementation of the Services.

2. REC'S MARKETING COMMITMENTS

- a.** Rec will engage in marketing and brand design with Client in order to support improvements in physical signage and digital presence.
- b.** Rec will provide guidance to the Client on marketing best practices based on learnings from successful launches, including when to notify residents of a system transition, what channels to use, and how to make the user account creation process easy for residents

SCHEDULE 4: SCOPE OF WORK - REC PLATFORM DEPLOYMENT

Phase 1: Discovery & Project Planning <i>Rec will identify the best implementation of the Rec Platform to fit the Client's unique requirements</i> <i>Timeline: Month 1</i>	
Objectives	● Establish foundation of Rec functionality for Client ● Conduct discovery workshops to understand Client needs and set clear system requirements for how the platform will be configured
Benchmarks	● Complete discovery sessions with the Client to set a configuration plan ● Complete and approve timeline to launch including key training and marketing dates to the public
Rec Requirements	● Estimated need of up to (5) Discovery meetings to cover all key system components ○ (1-2) Programs and Memberships ○ (1-2) Facilities ○ (1-2) Store and Admin ○ (1) Finance and Reporting
Client Requirements	● Complete discovery surveys assigned by the Rec Partner Success Manager prior to discovery sessions ● Scheduling and participation of discovery sessions for the following system components ○ Programs and Memberships ○ Facilities ○ Store and Admin ○ Finance and Reporting ● Ensure all SMEs with final decision making authority for system design are in attendance for discovery sessions
Phase 2: Configuration Training, Implementation, and Data Migration <i>Rec will train Client on how to configure key system components, guide client through configuration, and execute any data migration in scope</i>	
Objectives	● Complete training on how to configure all key system components: Programs and Memberships, Facilities, Store and Admin Config, Finance and Reporting ● Complete configuration for all key system components
Benchmarks	● Configuration Training ○ <u>Programming</u>: ensure staff can configure programming for discovery, registration, and attendance by residents. Review all special pricing

	and eligibility rules ○ <u>Memberships</u>: ensure staff can configure new memberships, modify memberships, and run membership check-ins ○ <u>Facilities & Permit Management</u>: ensure staff can configure locations and sites for rental, create new facility rentals, and manage permit flows including document collection, waivers, and custom forms ○ <u>Finance and Reporting</u>: ensure staff can run core finance reports and operational reports in the system ○ <u>Store and POS</u>: ensure staff can configure new POS items, modify items, configure POS screens, and process POS transactions ○ <u>Admin Config</u>: ensure staff can set role permissions, policies, and waivers ● Configuration Implementation ○ <u>Programming</u>: configure programming for the first wave of registration that will be available at system launch ○ <u>Memberships</u>: configure memberships available for purchase at system launch ○ <u>Facilities & Permit Management</u>: configure facilities for rental (gyms, fields, rooms etc.) available for rental at system launch. Configure sites for both customer self-serve instant book rental and admin-initiated rentals. ○ <u>Finance and Reporting</u>: configure accounting system, GL settings, revenue recognition preferences, and remittance reports (4x monthly for Rec platform, quarterly for Rec pilots). ○ <u>Store and POS</u>: configure store items, taxes, desk locations, and inventory tagging ● Data Migration ○ Configure and execute data uploads for Household-level residency or group registration eligibility
Rec Requirements	● Estimated need of up to (6) configuration working sessions ○ (1-2) Programs and Memberships ○ (1-2) Facilities ○ (1-2) Store + Admin Config ○ (1) Finance + Reporting ● Provide Client with Household level residency and/or eligibility group migration assistance for up to (5) eligibility groups (e.g., employees, non-profits etc.)
Client Requirements	● Complete self-paced trainings assigned by the Rec Partner Success Manager prior to configuration working sessions ● Attend all working sessions to receive configuration training

	● Configure all key system components on the agreed Project Timeline including setup of Programs, Memberships Facilities, Store Items, and Financial systems ● Provide data exports in the required format for any data migrations
Phase 3: Launch Marketing, Operations, and Training <i>Rec will ensure a smooth launch by assisting in marketing efforts to residents, completing launch operations preparation, and conducting launch-specific trainings</i>	
Objectives	● Prepare for a public launch of the system to ensure user engagement through email marketing and promotional materials ● Review and set a go-live operational plan to ensure smooth launch day operations for Client admins and front desk staff ● Ensure Client team is trained on transactional workflows that begin once registration opens on the system
Benchmarks	● Marketing Support ○ Assist in creation of print and digital marketing materials, ensuring alignment with the agency's branding and messaging ○ Assist in creation of physical signage ○ Advise on marketing best practices to prepare residents for smooth account creation and first time program registration, membership usage, and facility rentals ● Launch Operations ○ Assist Client in linking the Rec platform to existing city websites for easy discovery by residents ○ Advise Client on how to prepare front desk staff for go-live ● Launch Training ○ Ensure Client team is comfortable executing on all post-registration workflows such as refunds, cancellations, admin initiated registration, facility rental modification, and waitlist management
Rec Requirements	● Estimated need of up to (3) Launch preparation sessions ○ (1) Marketing review ○ (1) Go-live operations prep ○ (1) Signage Review ● Conduct up to (2) live online “train the trainer” sessions for go-live operations ● Provide standardized training program for additional self-paced training
Client Requirements	● Conduct public communication and marketing of new system to ensure residents are aware of and well-educated about the new system ● Attendance of “train the trainer” training sessions ● Training of extended staff outside of the core Client project team attending

	“train the trainer” sessions (front desk staff, seasonal staff, etc.)
Phase 4: Go-Live Support <i>Rec will provide post go-live support to ensure system adoption and smooth functioning for Client team and residents</i>	
Objectives	• Monitor system during go live to ensure all functions are running smoothly • Ensure Client team is clear on all post-registration workflows and confident in maintaining the system
Benchmarks	• Go-live day support with dedicated Partner Success manager on call to handle any launch day questions or support • Check-in meetings after go-live to review Client questions on post-registration workflows or other operational questions
Rec Requirements	• Estimated need of up to (3) weekly go-live support meetings before switching to regular Account Management support thereafter
Client Requirements	• Attend all Go-Live support meetings • Client Project Manager to collect and organize questions from broader Client staff team to share with Partner Success Manager during Go-Live Support check in meetings

Supplementary Implementation Activities

Warm Welcome Data Migration <i>Rec will assist Client in uploading detailed account information from their legacy system into Rec to make it easier for residents to set up their account</i>	
Objectives	• Migrate user and membership data from legacy system to the Rec Platform to make the user sign up and adoption process easier
Benchmarks	• Migrate user household data from legacy system to the Rec Platform including household owners and household members • Migrate membership information from legacy system to the Rec Platform including duration based memberships, auto-renewing memberships, punch passes, Insurance IDs, and physical barcode IDs • Train Client staff on how to facilitate the account claim process at go-live
Rec Requirements	• Estimated need of up to (2) discovery sessions to scope legacy data and create a migration plan • Estimated need of up to (5) sessions to upload, validate, and test migration data on the Rec platform • Estimated need of up to (1) session to train Client staff on facilitating Client

	account claim process at go-live
Client Requirements	• Export of necessary data from legacy platform • Transformation and formatting of data from legacy platform to match the upload templates provided by Rec

Onsite Training <i>Rec will provide in-person training sessions to facilitate hands-on workshops for Client staff</i>	
Objectives	• Ensure staff have a deep understanding of the Rec platform • Drive better staff engagement by being in person and customizing the training program to scenarios specific to the Client's team
Benchmarks	• Develop a custom training workshop program for Client team • Deliver training workshops on key system components
Rec Requirements	• Estimated need of up to (2) in person training sessions of roughly 3-4 hours
Client Requirements	• Manage scheduling of onsite training and ensuring staff attendance • Securing of training facility and presentation set up including wifi, ability to project or share the trainers computer screen