



## CITY COUNCIL MEMORANDUM

**FROM:** The Office of the City Manager   **DATE:** March 23, 2026

**SUBJECT:** Approve an agreement with Clearent, LLC dba Xplor Pay for a one-year term with annual renewals for credit card processing services as a part of the NRH<sub>2</sub>O Family Water Park Gatemaster Technology Point of Sale System.

**PRESENTER:** Stephanie Hee-Johnston, NRH<sub>2</sub>O General Manager

### **SUMMARY:**

This item represents the agreement for credit card processing services compatible with Gatemaster Technology, the point-of-sale (POS) system used for guest ticketing, retail/food sales management and inventory, and group sales ticketing management at NRH<sub>2</sub>O Family Waterpark.

### **GENERAL DESCRIPTION:**

As an operating cost recovery fund, NRH<sub>2</sub>O relies on its point-of-sale system for all online and in-park revenue. While Gatemaster works with several processors, staff identified Xplor Pay as the only viable option providing the specific security safeguards and fraud prevention necessary for the park's high-volume online transactions. This transition is expected to decrease annual processing fees by approximately \$8,000.

Xplor Pay is an industry leader already utilized by the City at the NRH Centre, Senior Center, Grand Hall, and Richland Tennis Center. The projected \$120,000 in annual processing fees is funded directly through service fees paid by customers at the time of transaction. Funding for this agreement is included in the FY 2026 Adopted Operating Budget, and the contract allows for annual renewals without further Council approval provided the terms remain unchanged.

While NRH<sub>2</sub>O Family Water Park is owned and operated by the city, overall park operations are funded through revenue generated by the park. Funding for this agreement is included in the FY 2026 Adopted Operating Budget.

### **RECOMMENDATION:**

Approve an agreement with Clearent, LLC dba Xplor Pay for a one-year term with annual renewals for credit card processing services as a part of the NRH<sub>2</sub>O Family Water Park Gatemaster Technology Point of Sale System.