



togetherforbetter

SPORTS UNIT

DROP-IN WEDNESDAY PERMIT PROCESS

The queue opens on the last Wednesday of the month, “Drop-in Wednesday,” to book for the following month. (*see the drop-in calendar for exact dates*)

You will be able to join the queue between 7:30 am - 5:00 pm on Drop-in Wednesday only. If you are unable to join the queue, you will have to come in person after all customers in the queue have been assisted.

If we do not get to you on Drop-in Wednesday, we will call you the following business day.

Due to high call volume, we will not be accepting walk-ins until all customers in the queue have been assisted. This may take up to 2 business days.

Please be available to take our call, and we will book your reservation over the phone. If you miss our call, you have 10 minutes to return it, OR we will move on to the next customer.

You will receive an email with instructions for online payment.

Please note that your permit will be canceled if payment and a signed receipt are not received by the deadline - no exceptions.

Additionally, cancellations/changes will not be made over the phone. All cancellations/changes must be made in person after all drop-in Wednesday customers have been assisted.

See next page for important information and queue url.

Important Notes:

1. **Reservations must be made under the account of the household member we are speaking to.**
2. **You must have an active account before joining the queue.**
 - a. **We can create one for you in person before Drop-in Wednesday, or you may create one online.**
 - b. **Duplicate accounts will be deleted.**
3. **Register for an account [here](#). (Google Chrome on a PC is recommended)**
 - a. **New accounts take 3-5 business days for IT activation.**
4. **Please have the following documents on-file prior to our call:**
 - a. **Policy Acknowledgment Form** must be submitted annually.
 - b. **Certificate of Insurance** – Required before reserving more than six reservations, with a maximum of eight per calendar month.
 - i. The Name of Insured must include the household member's last name.
 - ii. If not possible, an **affiliation letter** from the parent organization naming the household member is acceptable.
 - iii. If you are the business owner, we require that you submit your **Clark County Business License**.

To join the queue, scan the QR code or click the URL below. We look forward to serving you.

URL: <https://kiosk.na6.qless.com/kiosk/app/home/60>

