



City of Abbotsford – Parks Gift Program

Frequently Asked Questions (FAQ)

Please note that only Park Benches are offered as part of the relaunch of this program.

1. What is the Parks Gift Program?

- a. The Parks Gift Program allows community members and organizations to donate commemorative park amenities such as benches, picnic tables, and plaques to celebrate loved ones or meaningful events while enhancing Abbotsford's park spaces.

2. How do I apply?

- a. Submit a donation request through the City's online application. Once received, the City emails a confirmation and begins review.

3. Need Assistance - What if I don't have a computer or cannot complete the application online?

- a. An in-person application can be submitted at the PRC Office. Staff will help you select and submit an application.

4. What happens after I submit my request?

- a. City staff complete a detailed multi-step process including intake, review, donor confirmation, ordering, and installation:
- b. Reviewed in 5-10 business days of application submission
- c. Staff may request additional information after submission
- d. Final details, including plaque wording, confirmed by the applicant
- e. Location approved and booked for a 10-year recognition term
- f. Payment required before ordering Parks Gift Products. Please note, refunds will not be permitted after payment has been processed.
- g. Donor is required to sign the 10-year recognition agreement before installation
- h. Tax receipts are issued for the following tax season by the Finance Department
- i. Applicants will be kept informed during the process.

5. How long does it take for the amenity to be installed?

- a. Installations are dependent on weather conditions

6. Typical timelines after agreement signing:

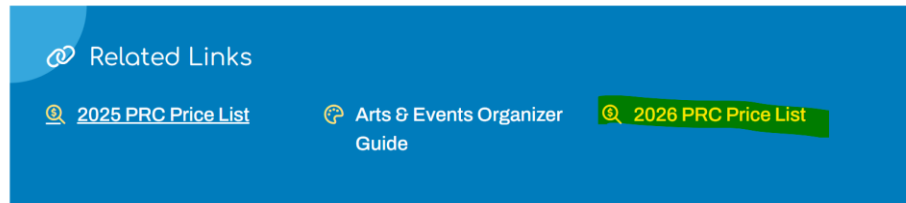
- a. Purchase order placed within 15 business days
- b. Installation may take up to 10 months after purchase (weather + supplier dependent).

7. Are refunds permitted?

- a. No, refunds will not be permitted.
- b. Applicants will review their application and plaque content before payment. Once payment is received, there will be no refunds.

8. How much does a park bench or picnic table cost?

- a. All costs are listed on the [PRC Price List](#) found on the website. Scroll down to the bottom of the Bookings & Rentals page and select PRC Price List.



9. How long will my donation remain in place?

- a. Each donation includes a 10-year recognition term, with one optional 10-year extension available.
- b. Donors are contacted 30 days before expiry to choose renewal or removal.

10. Will I receive a tax receipt?

- a. Yes, donors receive an official charitable tax receipt at the end of the year that is mailed out for the upcoming tax season. Expect to receive it by March.

11. Can I choose the location for my donation?

- a. Yes - you can request a pre-approved location that is available during the application phase.
- b. Only pre-approved locations that show 'available' can have an amenity installed.

12. What does the plaque say?

- a. Donors propose the wording, and staff ensure alignment with City inscription guidelines before production.

13. What if I already have a Parks Gift (existing donor)?

- a. If you previously donated an amenity under the former Parks Memorial Gift Program, you will need to reapply through the new program to maintain an asset.
- b. Donors may request to keep the plaque(s) if the bench is removed.

14. Will my existing amenity stay in the same location?

- a. Not guaranteed.
Participation in the new program is subject to:
 - i. Park capacity
 - ii. Site suitability
 - iii. Availability of locations
 - iv. Alternative options may be provided if needed.

15. Does the 10-year recognition term reset if I add another plaque a year or more after the park gift installation?

- a. No, the 10-year recognition period commences when the bench or picnic table is installed. The addition of a new plaque to the existing asset does not restart the recognition timeline. For instance, if a bench is installed with a plaque and then a new plaque is added to the same bench 5 years later, the bench will only have 5 years remaining in its recognition term, meaning the new plaque will also have only 5 years left.

16. Who maintains the donated amenity?

- a. The City maintains donated park assets for the duration of the 10-year term, including replacements if damaged.

17. What happens if the City cannot reach the donor when the term ends?

- a. Donors are requested to update their address and phone number so staff may contact them, when needed.
- b. Multiple contact attempts will be made. If unsuccessful:
 - i. The recognition term cannot be extended
 - ii. The City may remove the plaque/amenity or make the location available to future donors

18. What if Mill Lake Park is full?

- a. Mill Lake Park is currently at capacity for memorial gifts and therefore not available for new amenity requests.
- b.

19. What should I do if I desire a park that is not included in the list?

- a. All locations have been pre-approved and selected. Kindly choose from the available sites.

20. What if I want to donate a tree or other item?

- a. Trees and other item donations are not part of this program and therefore not available for new amenity requests.

21. What if I want to donate a larger park amenity?

- a. The Parks Gift Program is for park bench or picnic table donations only at this time. Donors who want to donate larger park amenities like playground equipment, fountains, or other items can contact the PRC Office.
- b. [Park Features Policy \(C001-13\)](#)

22. Who pays for procurement and installation?

- a. The program is 100% cost-recovered, donors cover all associated costs.
- b. There are no financial impacts to the City to operate the program.

23. Who do I contact with questions?

- a. Parks, Recreation & Culture Department
- b. prcoffice@abbotsford.ca
604-853-2281