

# MONTHLY PAYMENT PROCESSING

## MOUNT RAINIER POOL/DES MOINES POOL METROPOLITAN PARK DISTRICT

### 1. Automatic Payments – Ongoing Monthly Fitness Pass

- 1.1. There will be no fee for starting up the automatic payment.
- 1.2. There is no minimum obligation for monthly payments
- 1.3. A \$50 cancellation fee will be applied at cancellation.
- 1.4. Three weeks of pool closure time are anticipated in every annual pass so no credits or refunds will be applied for pool closures.
- 1.5. You will be charged monthly for your Pool Pass until a hold or cancellation is requested. Please email [info@mtrainierpool.com](mailto:info@mtrainierpool.com) if you wish to place your pass on hold or cancel. Please include the reasoning for the hold or cancellation.

### 2. Automatic Payments begin:

- 2.1. The primary payment will be the day you register. This must be paid by the credit card that you plan to make future monthly payments with.
- 2.2. Monthly payments will occur on the same day of the following months. The software will process a payment each month.

### 3. Interruption of Automatic Deduction (Hold)

- 3.1. If, for any reason, a participant needs to “interrupt the deduction cycle” for a minimum of one month or a maximum of two months during a one-year period, then the Pass Holder must:
- 3.2. Provide three (3) business days notification before monthly processing of payment, submit an email request to “[info@mtrainierpool.com](mailto:info@mtrainierpool.com)”. Indicate whether the hold will be one or two months. The Automatic Payment will be reinstated automatically at the expiration of the hold based upon your selection.

### 4. Expired Credit Card

In the event of a credit card charge is denied, the participant’s pass will be frozen, and an additional \$10 insufficient funds fee will be assessed. The members will be prohibited from accessing the facility until the remaining balance is paid in full or a suitable automatic payment method is updated.

## 5. Pro-Rated

No total or prorated refunds will be provided for holds or cancellations. Passes will need to meet the district's refund requirements. See section 4.0 of Policy 320 Admissions and Refunds (add link). If a pass is cancelled within a monthly billing cycle, the pass will expire when the next payment is due.

## 6. Holds

*(From section 5.0 of Policy 320 Admissions and Refunds) Memberships and passes may be put on hold for several reasons, including non-payment, inability to verify insurance, or outdated credit card information for annual or monthly subscriptions. It is the responsibility of the account holder to keep all account details, including contact information, up to date. Although staff will make a courtesy call, the pass will be placed on hold until the necessary information is updated.*

## 7. Request for Cancellation

A request for cancellation must be done in person or by email to "info@mtrainierpool.com" Cancellation requests may take up to five (5) business days to process. A cancellation fee of \$50 will be required to cancel the pass per policy. If a pass is cancelled within a monthly billing cycle, the pass will expire when the next payment is due. There will be no pro-rationing of monthly payments. There will be no refunds.

## 8. 5. Monthly Payment Changes

Participants can update their accounts on the [registration portal](#) at mtrainierpool.com. It is the responsibility of the account holder to keep their credit card information up to date. If you are having trouble accessing your account, please call the Mount Rainier Pool's front desk at 206.824.4722 or email [frontdesk@mtrainierpool.com](mailto:frontdesk@mtrainierpool.com).

## 9. 6. Account Reconciliation

If you have questions regarding an automatic payment, please contact the Mount Rainier Pool's front desk at 206.824.4722 or email [frontdesk@mtrainierpool.com](mailto:frontdesk@mtrainierpool.com).

