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## 320 -- Admissions and Refunds

### 1.0 PURPOSE

Admission to the Des Moines Pool Metropolitan Park District (DMPMPD) is by membership (Annual, Semi-annual or monthly), punch pass, general admission, class registration, or complimentary “be our guest” pass. Passes are sold to individuals, families, and corporate entities.

### 2.0 POLICY

Memberships and pass holders will be provided with an identification card. Members and pass holders are required to present this card or their ID number to the cashier for inspection in order to gain admission to the facility. The cashier should examine the id card and the computer to determine if the holder is the appropriate person, that the card has not expired. A new pass may be completed at no charge if card does not depict the individual. If pass holder card has been lost, there is a \$5.00 fee to complete a new one. All fees, discounts and charges are subject to change by the Board at any time.

Patrons may also download the CivicRec App to their phone and use the barcode for access.

Lockers are provided free of charge for all members, but locks and all items must be removed at the end of the business day.

### 3.0 ADMISSIONS

#### 3.1 General Single Use Admission

Admission by cash is available on a per visit basis. Patrons who desire to come back the same day must prove that they paid general admission by signing the sign out sheet before exiting earlier that day. If it is uncertain whether or not general admission was paid, the patron must re-pay to enter the facility. The fee varies according to the patron’s age.

#### 3.2 Membership/Pass Packages.

Membership packages include:

- a. **Family Membership:** includes any two adults 18 years of age and older residing in the same household and three children under the age of 18. Youth that turn 18 during the current year of a pass remain on the family pass until the expiration of the pass at which time the youth must then purchase his/her own adult pass. Exchange students may be added to a family pass, additional charges may apply. Fees for additional family members above five members.
- b. **Senior Memberships:** includes anyone 62 or older.
- c. **Disabled Memberships:** includes anyone who is considered disabled in accordance with Washington State and Federal guidelines. Acceptable proof is Social Security documentation, disabled vehicle registration, VA documentation, or doctor’s documentation.
- d. **Adult Membership:** includes anyone 18 years or age or older.
- e. **Youth Memberships:** includes anyone under the age of 18 years of age.

#### 3.3 Use Passes:

Use passes are for a specific number of visits and are available in each of the above age groupings. The passes can be used for either admission and/or exercise classes. Punch cards are not refundable and expire one year from the date of purchase. No time will be added for maintenance closure. A youth may use an adult punch card but an adult may not use the youth punch card.

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### 3.4 Annual Passes Paid Monthly:

Annual Memberships can be paid two ways. Lump sum payment at time of registration or the patron can sign up for monthly payments using a card saved on member account.

### 3.4 Contracted Use

Corporate passes are available for government, companies and schools. A monthly minimum and maximum charge will be determined at the time of sign-up. Names of approved swimmers should be supplied to the Pool Office. DMPMPD will bill the company/school/military on a monthly basis. Passes can also be issued to specific individuals as well. The corporate passes are not eligible for refunds and passes are non-transferable. Please check current schedule for pass prices and discounts. Rates are subject to change with the approval of the majority of the Board. No additional discounts may apply. No extensions shall be added for time closed for maintenance. Corporate passes are issued at a discounted rate depending on amount and frequency of use.

## 4.0 REFUNDS

### 4.1 Annual maintenance.

There are no extensions for annual maintenance closure except if greater than 3 weeks.

### 4.2 Reduced services.

The District GM (DGM) or designee can extend passes or issue refunds if services have been reduced due to staffing shortages or other factors that reduce opportunities for usage. The DGM will look at the history of usage and/or other factors that may influence usage.

### 4.3 Refund Exceptions

Fees are non-refundable except under the following circumstances:

- a. Memberships will be refunded only on the basis that the individual moves away from the community or is permanently prohibited from use of the facility by circumstances beyond their control. The District defines this as 45 miles or more away from the facility. Memberships are not transferable and may not be extended or transferred for any reason.
- b. Upon completion of a Refund Request Form (**Appendix A**), the DMPMPD District General Manager will consider amendment or alteration of the terms of unexpired memberships or passes, based upon proof of exceptional medical conditions or proof of exceptional circumstances. Decisions concerning such requests will be made by the District General Manager with a right of appeal to the Board of Commissioners. Please allow five (5) business days for the refunds to be processed. <https://www.surveymonkey.com/r/ZT59JHM>

### 4.4 Service Fees

The District reserves the right to charge service fees to cover costs associated with processing refunds and lost revenue from people not being able to attend classes. Below are the programs and the associated service fees.

- Swim Lessons (Includes Parent and Child, Preschool, Levels and Adult Lessons) - \$10
- Passes (Include 10-visit, Memberships and Water Exercise) - \$10
- Certification and Training Courses (Include Lifeguarding and Swim Instructor) - \$25
- Early cancellation of annual passes will result in a \$50 cancellation fee.

### 4.5 Pro-Rated Refunds

Refunds will be pro-rated or not accepted after the following dates.

- Swim Lessons – No Refunds after first class and will be pro-rated \$10+Cost of One Class
- Passes – Pro-rated \$10 + remaining balance of pass

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- Certification and Training Courses – Will not be Pro-Rated
- Daily Fee – Will not be refunded once enter water, unless the following affects majority of available time (Staff onsite will make the decision to refund or issue complimentary swim passes):
  - Fecal Contamination
  - Safety Issue (Equipment Breakdown, Weather or Issue that Forces Closure of Pool)

### 4.6 10-Visit (Punch) Passes

10-Visit Passes are non-refundable.

### 4.7 Complimentary Swim Pass

A complimentary swim pass may be given out in lieu of refunds. This pass may also be issued when guests come to tour our facility with the purpose of considering membership. Complimentary swim passes will be valid for no longer than one year and may be handed out by individuals authorized by the Aquatics Manager, District General Manager, and/or the Board of Commissioners. District staff will track the distribution of passes, to track the allocation of free services.

### 4.8 Insurance Passes

The District now accepts insurance supported passes from the following companies Active and Fit, FitOnHealth, Prime, Silver and Fit, Silver Sneakers, United Healthcare and other programs. These programs are reimbursed anywhere between \$2.50/\$3.00 per visit with a maximum reimbursement of 10 visits. If a person does not maintain their availability to be covered by these programs, the District GM or designee reserves the right to place their passes on hold until the District is able to receive confirmation from the insurance program that the person is covered.

## 5.0 HOLDS

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.

## 6.0 PERSONAL CHECKS

Personal checks will be accepted for Admissions and retail purchases for the amount of purchase only. There will be a **\$35.00 service charge** for all returned checks. No two-party checks will be accepted, and no payroll checks will be cashed.

## 6.0 REFUND PROCESS

Staff may take five (5) business days to decide and up to an additional 21 days to process and mail a check. Credit card refunds will be issued back to the card the charges were made upon, and no transfers are available to other cards or addresses that are not listed on their account.

## 7.0 ANNUAL RATE EVALUATION

Each year the board will review market factors such as minimum wage, cost of living, consumer price index and other factors to adjust fees and rates. Annual rate changes will be announced by December 15.

New rates will go into effect on services purchased after January 1<sup>st</sup> of each year.

# Appendix A



Des Moines Pool  
Metropolitan Park District

Refund Request Form  
Mount Rainier Pool



Date of Request: \_\_\_\_\_

Participant Name: \_\_\_\_\_

Requester Name (If Other Than Participant): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Program Registered for: \_\_\_\_\_

Cost: \_\_\_\_\_ Amount Requesting Refund for: \_\_\_\_\_

Reason for request:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Note- Refunds can take up to four weeks to be processed.*

-----For Office Use Only-----

Date Received: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Check Box) Approved \_\_\_\_\_ Denied \_\_\_\_\_

Amount: \$ \_\_\_\_\_ Refund Processed Date: \_\_\_\_\_

If Denied Reasoning: