
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.

Lockers are provided free of charge for all members.

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. Admission fees are set by the Board and are subject to change.

3.2 Memberships. 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. Single parent membership is available for a discount of 25% off the family membership price. Exchange students may be added to a family pass, additional charges may apply

b. Senior Memberships: includes anyone 60 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.

3.4 Exercise Add On’s

Memberships can have an exercise option added on for an additional fee. Memberships with the exercise add on can attend an unlimited amount of exercise classes.

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3.5 Annual Pass 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.

3.6 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.

3.7 Active Duty Military Discounts

Active duty military personnel and their dependents shall receive a 15% discount on a pass at time of purchase. Military personnel who are deployed may request an extension of their pass. Reinstatement of the pass will be made when the individual has returned and submitted a written request. For all members on a family pass, the expiration date must remain the same. No additional discounts apply. No extensions shall be added for time closed for maintenance.

4.0 REFUNDS

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

4.2 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. In cases where refund is warranted, a prorated amount due will be refunded from the date the membership card is surrendered. Membership cards must be surrendered before receiving a refund. Memberships are not transferable, and may not be extended or transferred for any reason. During shut downs of one week or greater memberships could be honored at another pool facility.
- 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.

4.3 Use Passes

Use Passes are non-refundable.

4.4 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.

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5.0 PERSONAL CHECKS

Personal checks will be accepted for Admissions and retail purchases for the amount of purchase only. There will be a **\$25.00 service charge** for all returned checks. No two-party checks will be accepted and no payroll checks will be cashed.

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: _____

Staff Processing Refund: _____

Letter sent Date: _____ Staff Initials: _____