

320 Admissions and Refunds

Admission to WSMPD is by membership (Annual or billed monthly), punch pass, general admission, class registration, or complimentary “be our guest” pass. Passes are sold to individuals, families, and corporate entities.

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.

1.0 ADMISSIONS

1.1 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.

1.2 Memberships

Membership packages include:

1. **Family Membership:** includes any two adults 18 years of age and older residing in the same household and up to eight 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.
2. **Senior Memberships:** includes anyone 60 or older.
3. **Disabled Memberships:** includes anyone who is considered disabled in accordance with Washington State and Federal guidelines. Acceptable proof is Social Security documentation, Handicapped vehicle registration, VA documentation, or doctor’s documentation.
4. **Adult Membership:** includes anyone 18 years or age or older.
5. **Youth Memberships:** includes anyone under the age of 18 years of age.

1.3 Use Passes

Use passes are for a specific amount 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.

1.4 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 using a card saved on member account.

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1.5 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. WSMPD 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.

1.6 Active Duty Military Discounts

Active duty military personnel and their dependents shall receive a 15% discount on a membership 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.

1.7 Complimentary Annual/Six Month/One Month/Punch Card Pass

Passes may be exchanged for services rendered to WSMPD, subject to governmental regulations upon the approval of the Executive Director and/or Board of Commissioners.

2.0 REFUNDS

2.1 Refund Policy

THERE ARE NO REFUNDS EXCEPT UNDER THE FOLLOWING CIRCUMSTANCES. There are no extensions for annual maintenance closure except if greater than 3 weeks.

2.2 Membership Refunds

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. Memberships may not be extended or transferred for any reason.

Use Passes: THERE ARE NO REFUNDS FOR USE PASSES.

2.3 Special Circumstances

Upon written request, the Director 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 Director, with a right of appeal to the Board of Commissioners.

2.4 Be our Guest Coupons

Be our Guest coupons may be given out in lieu of refunds. Be our guest cards will sometimes be issued when guests come to our facility to tour the facility because they are thinking of buying a membership. Be our guest cards will be valid for no longer than one year and may be handed out by individuals authorized by the Aquatics Manager, Executive Director, and/or the Board of Commissioners.

2.5 Check Return Policy

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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. No payroll checks will be cashed.