**320 – Admissions and Refunds**

Admission to Tukwila Pool Metropolitan Park District (TPMPD) is by passes (annual, quarterly or monthly), punch cards, general admission, class registration, or complimentary “be our guest” pass. Passes are sold to individuals, families, and corporate entities.

Pass holders will be provided with an identification card. 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. If pass holder card has been lost, there shall be a fee to complete a new one. The fees may change from time to time at the discretion of the TPMPD Executive Director or Aquatics Manager.

1. ADMISSIONS
	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 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. Passes

Passes shall have a Tukwila Resident and a Non-Resident rate.

Passes include:

* + 1. Family Passes: Includes any two adults 18 years of age and older residing in the same household and their 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 Passes: includes anyone 55 or older. Proof will be required.
		3. Military Service and Veteran Passes: includes any active duty military or veterans. Proof will be required.
		4. Disabled Passes: includes anyone who is considered disabled in accordance with Washington State and Federal guidelines. Proof of disability will be required.
		5. Adult Passes: includes anyone 18 years or age or older.
		6. Youth Passes: includes anyone under the age of 18 years of age.
	1. Punch Cards

Punch Cards shall have a Tukwila Resident and a Non-Resident rate.

Punch Cards 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. A youth may use an adult punch card but an adult may not use the youth punch card.

* 1. Complimentary Annual/Three Month/One Month/Punch Card Pass

Passes may be exchanged for services rendered to Tukwila Pool Metropolitan Park District (TPMPD), subject to governmental regulations upon the approval of the TPMPD Executive Director or Board designee and/or Board of Commissioners.

1. REFUNDS
	1. Refund Policy

THERE ARE NO REFUNDS EXCEPT UNDER THE FOLLOWING CIRCUMSTANCES.

* + 1. Refunds

Passes or Punch Cards 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 card is surrendered. Passes or Punch Cards must be surrendered before receiving a refund. Passes are not transferable.

* + 1. 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 pass. Be our guest cards will be valid for no longer that one year and may be handed out by individuals authorized by the TPMPD Aquatics Manager, Executive Director, or Board Designee, and/or the Board of Commissioners.

1. Check Return Policy

Personal checks will be accepted for Admissions and retail purchases for the amount of purchase only. There will be a service charge for all returned checks. NSF charges will be listed in the TPMPD Operations Manual. No two party checks will be accepted. No payroll checks will be cashed.