

PRINCE WILLIAM Pass Plan Policies

—Parks, Recreation & Tourism Chinn Aquatics and Fitness Center | Sharron Baucom Dale City Recreation Center

1. Pass Plan Payments

- Annual or six-month pass plans may be paid in full by cash, check, or credit card. Monthly payments may also be remitted by Electronic Funds Transfer (EFT) from a checking account or credit card on the 15th of each month unless the 15th falls on a weekend or bank holiday.
- Return check and EFT fee: \$50 fee applies to each check and EFT returned by the bank for insufficient funds or closed accounts. If the returned check results in an unpaid account, a suspension of the pass will result until the account is paid.
- Banking changes must be submitted 30 days in advance and a voided check provided from the new account.

2. Pass Cancellations

- Original purchase or renewal agreement may be cancelled within 72 hours of purchase without penalty.
- A \$50 cancellation service fee per member will be charged on all cancellation requests after 72 hours of purchase including removal of household/family members. *
- A \$50 cancellation service fee will be waived for medical needs with documentation from a Medical Provider.
- Bank and credit card draft cancellations require a 30-day notice.

3. Pass Suspensions

- Suspensions will be honored due to medical need, employment-related travel, or temporary change of residency with documentation from a Medical Provider, Employer, or proof of residency change.
- Suspensions will be honored for a Minimum of 30 days and a Maximum of 90 days. When applicable, extended time will be added to the end of the contract period.
- One suspension/extension request will be honored per year.

4. Pass Changes

- Additional family members may be added to a pass; the pro-rated fee will be applied for the remainder of the contract period.
- Passes may be transferred within our sister facilities during the contract period.
- One pass change request will be honored per year.

Pass Plan published prices are subject to change. A minimum of 30 days' notice will be communicated.

**Does not apply to 12 Month Continuous Draft Passes after initial 12 Month contract.*

Effective January 2023