

# 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 on the 15th of each month, unless the 15th falls on a weekend or bank holiday.
- Return check fee: \$50 – fee applies to each check returned by the bank for insufficient funds. If the returned check results in an unpaid account, a suspension of the pass will result until the account is paid.
- Return EFT fee: \$50 – fee applies to each monthly bank draft returned by the bank for insufficient funds or closed accounts.
- Banking changes must be submitted 30 days in advance and a voided check provided from the new account.
- Passes may be upgraded to a higher level to include additional benefits during contract period. The prorated fee will be applied.
- If you wish to downgrade your pass, you will need to wait until the end of the contract period and may renew at any other available pass type. \*

## 2. Pass Cancellations

- A \$25 cancellation service fee will be charged on all cancellation requests after 72 hours of purchase.\*
- Original purchase or renewal agreement may be canceled within 72 hours of purchase without penalty.
- After 72 hours, cancellations/refunds will be granted only due to job transfers, moves out of Prince William County, or medical disability. \*
- Documented proof of medical issue/move must be provided.
- Bank draft cancellations require a 30 Day notice.

## 3. Pass Suspensions

- Suspensions will be honored for medical illness/surgery, job related travel, or temporary change of residency.
- Documentation from Medical Provider, Employer, or proof of residency change is required with suspension request.
- Suspensions are honored for a Minimum of 30 days and Maximum of 90 days. Extended time will be added to the end of the contract period.
- One suspension/extension request honored per year – a \$10 service fee will be applied.

## 4. Pass Changes/Upgrades

- One pass change request will be honored per year – a \$10 service fee will be applied.
- Additional family members may be included to upgrade a pass, prorated fee will be applied for the remainder of the contract period.
- Passes may be transferred within our sister facilities during the contract period.

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*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.*