



AQUATIC CENTER POLICY

I. Daily Fees & Season Pass Fees

The fee schedule shall be reviewed by the Anoka Parks and Recreation Advisory Board and forwarded to the Mayor and City Council for their approval, annually. It shall be adopted by Ordinance.

II. Season Passes

2. Season passes will be sold beginning ~~first week of April~~ after the approval of the annual Master Fee Schedule.
2. A pass holder will be required to have a ~~photo I.D. scan card~~ provided by the City before being allowed to enter the facility. In the event of lost or stolen cards, the customer must state name of family, address and date of birth before being allowed in. There will be a \$5.00 replacement card fee for those who lose their card, which must be picked up at the ~~Parks Department Aquatic Center~~.
3. Definitions:

“Personal Medical Attendant” - When a person (season pass holder) requires a personal medical attendant to be with them at all times, said attendant will be noted on the ~~photo I.D. card~~ Season Pass and the attendant will be allowed into the facility Admission free.
4. Priority entry into facility at capacity:
 - a. Season pass holders
 - b. All other daily admissions
5. Re-admittance for daily patrons. Those who pay daily admission may be allowed re-admittance based on item #4 criteria. Pool staff will hand stamp or identify these persons by some devise.
6. Refund Policy - Season Passes.

General Rule - “NO REFUNDS”
 - a. Only in emergency family situations will refunds be allowed
 - b. If a refund is approved by the City, an administrative fee of \$10.00 will be charged. ~~No refund until photo I.D. cards are returned. The membership will be voided on their account.~~
7. Refund Policy - Daily Admissions.

General Rule - “NO REFUNDS”

- a. It shall be the Manager's decision whether to allow a voucher in an emergency situation.
 - b. No refunds for weather related closures.
 - c. If the pool is cleared for over 1-hour due to fecal contamination, chemical imbalance or mechanical failure, any guest who purchased a daily admission less than 1-hour before the pool was initially cleared for the above mentioned incident and can produce a valid receipt will receive a *Daily Admission Voucher* to return on another day. Daily admission patrons who have been at the facility longer than 1-hour prior to the initial clearing of the pool are NOT ELIGIBLE for the *Daily Admission Voucher*. It must be determined the facility will be closed for a minimum of 1-hour before a *Daily Admission Voucher* will be given. *Daily Admission Voucher* is not redeemable for cash.
8. Youth 8-14 years of age are required to have an ~~completed Emergency Contact Card account in the system on file at the aquatic center~~ in order to participate in open swim without a parent. ~~Blank cards will be available at the aquatic center and parks department. The card will be included in the Season Pass purchasing process and kept on file during the season.~~

III. Swim Lessons

1. ~~All fees for lessons will be reviewed and approved by the Anoka Parks and Recreation Advisory Board prior to the Mayor and City Council's consideration and adoption by Ordinance.~~
2. ~~Priority for Swimming Instruction Registration:~~
 - ~~a. Resident~~
 - ~~b. Non-Resident~~
3. Refund Policy for Swimming Lessons:
 - a. Refund requests must be made in writing and submitted with at least half the lessons remaining. There will be no opportunity for refunds if over half of the lesson days have passed.
 - b. There will be an ~~administration fee registration charge~~ of 25% of the class fee, rounded to the nearest dollar, deducted from each refund.
 - c. Refund ~~applications are available in the pool office~~ must be submitted to the Public Services Administrator or the Recreation Manager for approval.
4. ~~Child Care Centers registering clients for lessons must do so according to the client's residency determined by the parent/guardian address. Clients will be registered based on residency priority as indicated under policy 2.~~

IV. Group Rates / Facility Rentals

1. Group rates are only for groups who schedule their visit four days ahead of time and are only available during certain times set by the Aquatic Manager. A confirmation ~~letter~~ email will be sent.
2. Groups rates are for groups of 25 or more.

~~3. Deposit Policy for Group Reservation and Facility Rental:~~

- ~~a. A deposit in the amount of \$30 dollars or 30% (whichever is greater) of the total cost of the group reservation is required to secure the date and must be received before the confirmation letter will be sent.~~
- ~~b. A deposit in the amount of \$50 is required for all facility rentals (private use) at the time the reservation is made.~~
- ~~c. The deposit amount will be applied to the total cost of admission for the group or the facility rental at time of check-in.~~

- 4. Applications will include name, address, number of persons in the group, desired time of arrival, and any further information the pool staff requests to make the group experience pleasant.
- 5. Applications/reservations shall be taken at the Anoka Aquatic Center during normal business hours.
- 6. ~~Must bring confirmation letter at time of visit. Will not be admitted without it.~~
- 7. Group members with personal season passes use them when accessing the pool with the group. These members do count toward the minimum size of 25 for group size and may be up to 50% of the group.
- 8. In the event of an emergency involving any of the children under the provider's care, provider will assume the responsibility of contacting parents.
- 9. Providers are "guardians" of each child they care for. Behavioral problems, discipline, etc. will be resolved by the provider.

~~10. Refund Policy Group Reservation and Facility Rental Deposit.~~

~~General Rule "NO REFUNDS"~~

- ~~a. Refund of the deposit will be given only if the cancellation is received two (2) days in advance of the reservation date.~~
 - ~~b. A refund will only be given on the day of the reservation for weather related cancellations if the Aquatic Center would not be open for public use according to the weather policy or in emergency situations.~~
 - ~~c. In all situations, attempts will be made to reschedule the event before a refund is given.~~
 - ~~d. If a refund is approved by the City, an administrative fee of \$10.00 will be charged.~~
- 11. The Mayor and City Council shall establish the fees annually.

V. **General Facility Rules**

1. No alcohol, tobacco, or cannabis use allowed inside the building or pool enclosure.
2. Appropriate swim wear required
3. Children under 7 must be supervised at all times by an adult
4. Coast Guard approved life jackets are allowed under the supervision of an adult
 - a. All other floatation devices are not allowed eg: water wings, noodles, inner tubes
 - b. Flippers, snorkels, or other “diving” equipment are not permitted (see 7.c. for goggles)
5. Everyone under the age of 16 must pass a swim test to for the diving well activities, each visit
6. Must be over 42” tall to ride the large waterslide
7. No glass in the pool
 - a. No cell phone use in the water (glass screen)
 - b. No glass containers in the pool area
 - c. No glass goggles allowed

Policy History

Initially Adopted: 12.07.2009