



## **New Fee & Pass Structure Frequently Asked Questions**

- Q Why is Recreation introducing a new pass structure?**
- A Recreation introduced the new structure because the previous system had become cumbersome and outdated. The new structure will give more flexibility to the community as well as provide a better rate for most users. In addition, with the creation of the new structure, the discounts provided with the passes and memberships can be taken advantage of online.
- Q What will happen with any of my unused passes such as walking jogging pass, sports club pass and etc?**
- A You can choose to apply the unused visits to a new pass option or receive a refund. (Refunds are given on a case by case basis.) Staff will prorate the admissions left over and apply the funds towards the new pass.
- Q Will I still be able to use my SuperPass for fitness classes?**
- A As of January 1, 2013 you will not be able to use your SuperPass for fitness classes.
- Q Will I still be able to use my Living Social or SuperPass after January 1, 2013?**
- A Beginning January 1, 2013, your SuperPass and/or Living Social Pass will no longer be valid. You will have three options to convert your SuperPass:
- Option 1: Apply any of your unused visits to the 25 Admission Pass. With this option you will receive a "Free" voucher to enroll in any fitness programs listed in fitness section of the Recreator.
  - Option 2: Apply any unused admissions to the Recreation Full Access Pass or a facility specific pass at a prorated rate. With this option, you will receive a "Free" voucher to enroll in any fitness programs listed in the Recreator.
  - Option 3: Receive a refund on unused visits on your current SuperPass. Refunds are given on a case by case basis.
- Q How does the new pass and fee structure impact my ability to bring a guest?**
- A The purchase of the 25-Admission Multi-Facility Pass can be transferred to same age group. However, individual facility or full access pass to all facility is not transferable and is only good for the person on the card or listed in RecTrac. The Annual Pass (Multi-Facility) provides 4 guest passes per year to the pass holder.
- Q Why did the Senior age change?**
- A Age 65 is the new national standard for senior discounts in Parks and Recreation. In many cases senior discounts are not being offered.
- Q Can Customer Service Staff issue memberships at any recreational facility?**
- A All recreation facilities can issue memberships, except for City Park Pool.
- Q Do the EPIC/Mulberry Passes and/or the Full Access Passes include unlimited Ice Skating?**
- A No, however it will allow for \$1.00 off daily admission. Skaters can continue to purchase a 25 admission pass to use for open or public skate. In order to get the \$1 off admission, you must present your Pass to the Customer Service Staff at the time of drop-in.
- Q Do monthly fitness passes begin on the first and end with the calendar? Or can they start at any time and expire 30 days later?**
- A Monthly fitness passes are good for 30 days. The active date is the first day of record, so following 30 days, it will expire.



- Q Do I have a choice for the type of design I have on my card? If I have multiple passes or memberships, will they all be loaded onto the same card?**
- A There are four different versions of the RecPass. You can choose which you like and all of your passes and memberships will be loaded on to one card.
- Q For memberships offered through the Recreation Department, will the expiration date be printed on the card?**
- A The expiration date will be on the card (written at the time of purchase) as well as entered into the computer system.
- Q With the fitness pass, will the low income participant pay 50% off the reducible fee?**
- A Reduced Fee Participants pay 50% off the reducible fee at this time; please know that this is only for classes that are partially or fully discountable. The Reduced Fee Program is not changing at this time.
- Q Where can I pick up the free passes that are included with my membership?**
- A Any front desk will have these passes. Just see a Customer Service Representative.
- Q How does Single Admission work? Am I allowed to visit a facility multiple times per day by paying a Single Admission fee?**
- A In order to visit a facility as many times as you like in one day, you must have one of the Unlimited Passes. The Single Admission only allows you to visit for that time and activity.
- Q If I hold a monthly fitness pass, what classes am I eligible to register for? In other words, do they need to be in the same timeframe as my pass? (My pass is good for February; I want to register for a class that begins in March; Can I use my February pass for the March class?) In addition, what fitness classes are included in this discount?**
- A If you hold a fitness pass, you are eligible to register for any class in the Recreator and receive the discount. Fitness classes included in the discount are those listed in the Recreator under Fitness and Aqua Fitness sections.
- Q I have a pass that I haven't used in over 10 years; in fact it is a paper pass and does not have an expiration date. Will this pass be honored?**
- A These passes will not be honored. When you try to enter a facility, the front desk will take the card and speak with the Recreation Director for a possible refund. (Refunds are given on a case by case basis.)