

To Arcata Community Pool (ACP) Season Pass Holders

The COVID-19 pandemic has created enormous challenges for everyone, the Arcata Pool is no exception. We closed the pool on March 19<sup>th</sup> due to the California Shelter in Place order and was approved to reopen starting July 9<sup>th</sup>.

The approved Operational Plan has allowed the pool to reopen, but it also has a number of restrictions in place to promote a safe environment for customers and staff. Limited numbers of people in the facility, restrictions on group use, and closure of the hot tub/sauna are all examples of these restrictions. Each one of them, and more, create an environment where customer use and therefore revenue are greatly decreased.

For ACP season pass holders we are offering three options on your annual pass for this closure.

NOTE: Please inform us which option is best for you by September 15<sup>th</sup>. After that date no refunds or credits will be issued.

The three options are:

1. You can keep your pass as is and keep on swimming! As described above, this closure has and will continue to be a great financial hardship for the ACP. If you are financially able, you can donate your prorated amount of your pass to the pool. In exchange, you will receive a statement for the amount of the donation that may be applied to your income taxes.
2. We can also issue a credit for next year's pass. This will be the prorated amount of your pass that will be deducted from your pass renewal fees. For most people this renewal period is December to February.
3. A refund can also be issued for the amount of time that the pool was closed. Once requested a check will be sent to your physical address. This will take up to three weeks.

Thank you for your continued patronage!