

## To Our Valued Arcata Community Pool (ACP) Season Pass Holders

We closed the pool on November 17 as California slipped into the red and then the purple tier designations for COVID spread. These tiers mandated that indoor pools be closed for public use. Humboldt County progressed to the orange tier on April 6<sup>th</sup> which finally allows facilities such as ours to reopen!

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, enhanced cleaning procedures are all examples of these restrictions. Aspects of these social distancing measures, additional operational costs and the nearly five-month closure has created significant operational and financial challenges for the pool.

For Season Pass holders we welcome you back to the pool and would like to inform you on how we are going to work with annual passes going forward.

### For 2020 Passes:

1. We will calculate a credit or a refund, based on you time lost during the most recent closure. This amount will include all days starting on the closure date in November up to the date the pass would have expired in 2021
2. You have three options for this amount.
  - a. We can issue you a credit towards a new 2021 pass.
  - b. A refund can be issued. Once requested a check will be sent to your physical address. This will take up to three weeks to process.
  - c. You can donate this amount if you would like to help the pool through this unprecedented financial challenge. In exchange, you will receive a statement for the amount of the donation that may be used as a deduction on your income taxes.

### For 2021 Pass Renewals:

1. We will calculate an amount for a new pass prorated to the date in 2022 you would like the new pass to expire. The proration will be based on the discounted pass drive pass until May 31.
2. We highly recommend that you have the expiration date before February 28, 2022. In typical years the discounted season pass offer ends on the last day of February.
3. We will apply credits, if any, to the amount.
4. The attached form is necessary for us to calculate the new pass price. Within a few business days, a statement will be available that will have the amount owed and we'll issue you your new pass!
5. If you are an existing season pass holder there will be no entry fee for the time that we are working through this renewal process.

NOTE: Please inform us which option is best for you as soon as possible and certainly by May 31st. After that date, no refunds or credits will be issued.

Thank you for your patience and continued patronage!