

City of Spokane Valley Parks and Recreation

Cancellation and Refund Policy

- For all cancellations by the City of Spokane Valley (“City”) of City aquatic programs, participants who have submitted payment will receive a 100% refund via a mailed refund check.
 - Staff will do their best to transfer participants to another program if the option is available.
 - For closures due to contamination, inclement weather, maintenance issues, or poor air quality, staff will coordinate a make-up class or issue a credit at the daily rate of the cancelled class.
- For cancellations made by participants of a City aquatic program, notice of the cancellation must be received by the City at least 7 days before the program start date. *Cancellations must be received in writing to parksandrec@spokanevalleywa.gov and/or by phone at 509-720-5200.*
 - If notification of program cancellation is received **7 or more days** prior to the program start date and the participant has submitted payment, then a full refund of the amount paid shall be given via a mailed refund check.
 - If notification of program cancellation is received **less than 7 days** prior to the program start date and the participant has submitted payment, then a 50% refund of the amount paid shall be given via a mailed refund check.
 - If the program spot can be filled by another participant before the program start date, a full refund will be given via a mailed refund check.
 - If notification of program cancellation is received after the program has begun, no refund shall be given.

Contamination

- In the event of contamination, such as solid fecal matter or vomit, the pool must close for 30 minutes to be cleaned; patrons must clear the pool area during cleaning. Aquatic facility staff will follow all required safety guidelines before letting patrons back into the pool area.
- In the event of diarrhea contamination, the pool must be cleared of patrons immediately, and a 24-hour closure is required.

Inclement Weather

Aquatic facilities may temporarily close for the following inclement weather:

- **Rain/Fog:** If weather reduces visibility into the water and impacts lifeguards’ and pool staff’s ability to safely view the pool’s bottom surface.
- **Thunder/Lightning:** Aquatic facilities are required to close for 30 minutes if lightning is observed OR thunder is heard. The 30-minute closure period restarts at each new sighting of lightning or sound of thunder.

Unexpected Facility Maintenance

- Aquatic facilities may temporarily close due to unforeseen maintenance issues that must be addressed before patrons can safely use the pool facility.
- If available, programs will be moved to alternate locations. Program refunds or credits will be issued if alternate program locations are unavailable.

Poor Air Quality

- Spokane Valley Aquatic programs, including open swim, will be canceled when the AQI reaches 101 (Unhealthy) or higher as measured by the Spokane Regional Clean Air Agency. The Spokane Regional Clean Air Agency reports AQI levels every hour at the 30-minute mark.
- Staff will monitor the Air Quality at the following times to determine the status of aquatic programs:
 1. **8:00 am:** If the AQI is 101+ ALL morning swim lessons will be canceled.
 2. **11:00 a.m.** If the AQI is 101+, lap swim and water exercise will be canceled.
 3. **12:30 p.m.** If the AQI is 101+, the first open swim session will be canceled.
 4. **2:00 p.m.** If the AQI is 101+, the second open swim session will be canceled.
 5. **4:30 p.m.** If the AQI is 101+, the third open swim session and ALL evening swim lessons will be canceled.
- *If AQI is 101+ earlier in the day with very little chance of dropping, the determination to cancel may take place earlier.
- If the AQI reaches 101 or above during public swim or an aquatic program, the session will be stopped.
- Note on AQI: If AQI levels are hovering around 101 with the possibility of improvement, staff usually wait for the last applicable AQI reading before canceling aquatics programming.

Closure/Cancellation Communication

- For closure or cancellation that takes place before a session or class begins, participants will be notified by email and/or phone. Please make sure that your current contact information is up to date when registering for a program. Staff will do their best to reach participants before they arrive at the facility; we encourage participants to check their emails regularly if they suspect a closure due to inclement weather or poor air quality.
- For closure that takes place during a session or class, facility staff will make announcements to visitors on-site and post signage outside the facility notifying the public of the closure.