

Larson Rec Center Passes, Cancellations, and Refund Policy

Moses Lake Parks, Recreation and Cultural Services reserves the right to cancel a pass at any time at its discretion if the actions or behaviors of a passholder violates the rules or the facility or are deemed to be disruptive to the facility, its passholders, or its patrons.

Passholders can choose to cancel their pass at any time, however, not all are eligible for a refund.

Punch Passes, Day Passes, and Monthly Passes:

1. **NO REFUNDS will be issued for any of these passes, NO EXCEPTIONS.**
2. Punch Passes: Not transferrable and can only be used for the age it was purchased for or down (i.e., Adult punch pass can be used by any age category up to the 12 punches permitted per pass, but an adult cannot use a senior, teen, or youth punch pass to gain entry to the facility).
3. Day Passes: No physical pass will be issued to the purchaser. If that pass holder leaves the facility, their pass becomes void, and they will not be granted re-entry to the facility.
4. Monthly Passes: Only valid for the person it was purchased for.

6-month and Annual Passes:

1. Eligible for a refund in the following cases:
 - a. Passholder has moved/relocated more than 30 miles out of the area. Proof of residency is required, in the form of a utility bill for new address.
 - b. Passholder has a medical condition preventing them from using the facility. Documentation from provider is required.
 - c. Passholder has been deployed on military leave. Documentation of deployment is required.
2. Cancellation requests must be submitted in writing via:
 - a. Email: to info@cityofml.com. Please include the passholder's name, contact phone and reason for cancellation.
...OR...
 - b. Complete a Cancellation Request Form, which can be found online, www.mlrec.com, or at the LRC Front Desk. Submit completed form and any necessary documentation:
 - To the LRC Front Desk Staff onsite, or
 - Via mail to: Larson Recreation Center, PO Box 1579, Moses Lake, WA 98837
3. Passholders must provide written notice as outlined above within 30 days of the desired termination of the pass and documentation will be required.
4. Requests will be reviewed by management with 2-business days of the date received by LRC Staff and decision will be communicated to the pass holder or parent/guardian, as applicable.
5. Approved cancellations eligible for refund will either be transferred back to the purchasing credit/debit card or issued via check for cash. Check payments will come from the City Finance Department within approximately 15 to 30 days.