

# City Commission Policy

**Policy Area:** Polson Bay Golf Course  
**Title of Policy:** Annual Pass Roll-over/Refund Policy  
**Effective Date:** June 20, 2016  
**Approved By:** City Commission  
**Resolution # 2017-020**

**Subject:** Roll-over/Refund Policy  
**Policy Number:** Golf - 1  
**Approved Date:** June 20, 2016  
**Revision Date:** October 16, 2017

1. **Rational or Background to Policy:** This policy has been implemented to establish very clear procedures and timelines to be followed by golf course personnel and the purchasers of season passes and/or annual cart rental passes when requesting a roll-over/refund of a season pass or cart rental pass.
2. **Policy Statement:** The following policy guidelines apply:
  - a. The Golf season is defined as March 1 – October 31.
  - b. No request for roll-over will be considered after May 31.
  - c. Any roll-over applies ONLY to Annual Golf Pass and Annual Cart Rental Pass. Said roll-over applies only to the original purchaser and will only be applied to the following year's season pass. The person is then responsible to pay any difference in the pass price between the pass purchased and the price of the pass the following year.
  - d. To be eligible for roll-over, only a medical condition/injury or death of the pass holder will be consideration for a roll-over. A request for a medical roll-over must be accompanied by a doctor's diagnosis that precludes the individual from playing for the entire season.
  - e. No retroactive claims are to be considered. Effective date of this policy is upon City Commission approval.
3. **Procedures:** The following procedures will be followed when requesting a roll-over:

## IN THE CASE OF ILLNESS OR INJURY

- a. A request letter dated prior to March 1, with proof of Doctor's diagnosis, is eligible for a full roll-over.
- b. A request made between 3/1 and 5/31 will be prorated in the following manner:  
Roll-over will be prorated by a percentage of 1% daily. The difference will be credited toward the following years season pass.
  - o **Example:**
    - A pass holder's letter of request is dated April 13<sup>th</sup>, which is 44 days after the season begins (3/1).
    - The pass holder paid \$619 for their season pass. 1% is \$6.19 per day deducted from his roll-over.
    - The pass holder's credit for their next year's season pass would be \$346.64. ( $\$619 - \$272.36 (\$6.19 \times 44 \text{ days})$ ). Assuming the next year's season pass cost is \$650, then the individual would pay  $\$650 - \$346$  (roll over credit = \$303.36)

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## REFUND ELIGIBILITY

Should a person's injury/illness prevent them from playing the next golf season, a request for refund will be considered. The request for refund of the prorated roll-over amount may be made upon the beginning of the "Early Buy" Season Pass Sale for the year the roll-over was to be applied. The request must be accompanied by a Doctor's letter confirming that the pass-holder will not be able to play during the roll-over year. **Requests for refund must be made prior to the end of the "Early Buy" Season Pass Sale for the year the roll-over was to be applied.**

## IN THE CASE OF DEATH

- a. Same request requirements in Section 3 will apply. Date of death will be used rather than date of request letter, i.e., death prior to 3/1 full roll-over/refund or between 3/1-5/31 prorated.
- b. Survivor(s) may receive a refund or roll-over to a named survivor at their choice.

## Appeals Procedures

See City Ordinance 2015-001, Chapter 15.02.180

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