



Spokane County

PARKS, RECREATION AND GOLF
Doug Chase, Director

May 11, 2020

COVID-19 Golf Refund Policy and Process

Based on historic use, nearly every Season Pass holder and Loyalty Discount Card holders (10-, 30-, 50-round cards) will save more than enough to cover the initial investment of their purchase, and be able to utilize all the rounds purchased if they only golfed during the months of June, July, August and September.

However, unprecedented events call for unprecedented measures: We understand that some of our customers have unique circumstances associated with COVID-19 that may limit golf play. As such, for a limited time Spokane County will offer refunds. All refunds are subject to guidelines outlined in our COVID-19 Golf Refund Policy.

COVID-19 Golf Refund Policy

Steps:

1. Refunds are offered for the following golf purchases that were made **prior to May 5th**: Senior Season Pass, Junior Season Pass, Adult & Senior Loyalty Discount Cards (10-, 30-, 50-Round Cards) and Full Season Private Cart Trail Fee. **Refund requests must be received in writing using the provided form by June 5th, 2020.**
2. Refund requests received will be evaluated on a case by case basis to determine eligible amount. In addition to the criteria in Step 1, each purchase (request for refund) will be evaluated to quantify prior usage / redemptions. For products that have been partially utilized, the applicable rack weekday rate for an 18-hole round will be applied to the number of rounds played and subtracted from the original purchase amount to determine eligible refund amount. See examples:
 - a. Example: If a Senior Season Pass was purchased and two rounds were played, the purchaser would be eligible for a refund amount of \$1,621 (Original purchase price of \$1,699 subtract 2 rounds at \$39 per round = \$1,621).
 - b. Example: If a Full Season Private Cart Trail Fee was purchased and the holder played three times at a County Course, the purchaser would be eligible for a refund amount of \$213 (Original purchase price of \$249 subtract 3, 18-hole rounds at \$12 per round = \$213).
3. Refund Request Form: To be considered, refund requests must be submitted utilizing the provided "Golf COVID-19 Refund Request Form". Please print, complete, sign and submit the request form by mail to: Spokane County Parks, Attn: Finance Manager, 404 N. Havana, Spokane, WA 99202.

Upon receipt of refund request, Senior & Junior Season Pass or Adult & Senior Loyalty Discount Card will be deactivated in the golf point-of-sale system, customer may dispose of physical card. Full Season Private Cart Trail stickers should be mailed along with the Refund Request Form. If you are unable to return the sticker your refund may be delayed until such time staff can work with applicant to formally Void Trail sticker and document.

Refunds will be issued by County check and mailed, please allow 4-6 weeks for processing.