# Registration / Refund Information / Staff

**Parks & Recreation Commission:**
Kelly Forsyth, Carole Johnson, John Lagerquist, Timothy McAleer, Steve Myer, Jr., Mick Nazerali-Chairman, Rod Schwartz,

**Park & Rec Commission Meeting:**
All commission meetings are open to the public and are held on the second Wednesday of each month at City Hall, Large Conference Room, 6:30pm. Public input is welcome. Please call 509-338-3227 for further information.

## Facility Information:

**Parks & Recreation,** Pioneer Center
240 SE Dexter ..... 509-338-3227
**Rainout Line** ..... 509-334-3131
Fax ..... 509-338-3313
E-mail ..... recreation@pullman-wa.gov
Web ..... PullmanParksandRec.com

**Park Maintenance**
775 SE South St ..... 509-338-3228

**Pullman Aquatic & Fitness Center**
***Closed July 1-August 23***
500 NW Larry ..... 509-338-3290
Fax ..... 509-334-6696
E-mail ..... .aquatic@pullman-wa.gov

**Reaney Pool** (seasonal phone)
690 Reaney Way ..... 509-338-3221

**Pullman Senior Center,** City Hall
325 SE Paradise ..... 509-338-3307
E-mail ..... seniorcenter@pullman-wa.gov

## Parks & Recreation Staff:

**Kurt Dahmen ..... Rec Superintendent**
**Alan Davis ..... Park Superintendent**
Steve Bell ..... Sr Prog Coord
Jon Booker ..... Park Maintenance
Guy Goedde ..... Park Maintenance
Merlene Greenway ..... Admn Specialist
Barry Hart ..... Park Maintenance
Karen Johnston ..... Aquatic Prog Coord
Kirk Koefod ..... Lead Park Maint
Judy Lees ..... Admn Specialist
Fern McLeod ..... Park Maintenance
Steve Murphy ..... Community Impr Rep
Jean Overstreet ..... Preschool/Youth Prog
Megan Vining, CPRP, CYSA ..... Rec Supervisor
Varnel Williams ..... Horticulturist

### Accommodations of Disabilities
The City of Pullman is committed to accommodating citizens with disabilities and special needs. Pullman Parks & Recreation will make every reasonable effort to ensure that programs are accessible. If you need assistance participating in our activities, please call us at 509-338-3227.

### Brochure
Parks & Recreation direct mails a copy of our brochure to selected Pullman residents. If you live outside the city limits check the City web site at PullmanParksandRec.com, brochure for the current brochure in PDF format.

### Disclaimer
Occasionally there may be an error in days, times, registration requirements, or fees in this guide. This schedule of programs is published for information purposes only. We strive to produce the most accurate brochure possible. However, some program information may change after this brochure has been published. We will make every effort to notify participants of the changes. Parks & Recreation reserves the right to cancel activities, substitute instructors, change dates, times, and/or locations as necessary without public notice. We apologize for any inconvenience.

### Full or Cancelled Programs
All programs operate with minimum enrollment requirements and maximum enrollment capacities. Parks & Recreation reserves the right to cancel, change, or combine programs when minimum program enrollments have not been met.

### Gender Equity Policy
The City of Pullman complies with the State of Washington's gender equity policy (Engrossed Substitute Senate Bill 5967) that prohibits discrimination against any person in a community athletics program on the basis of sex. Any questions or comments please contact Kurt Dahmen, Recreation Superintendent.

### Photo Policy
On occasion, Parks & Recreation staff may take photos and videos of participants enrolled in recreation and aquatic programs, classes, events, or people on City property and/or program locations. Please be aware that these photos and videos are for City of Pullman use and may be used in future catalogs, brochures, flyers, and web pages.

### Refunds Policy
**When Parks & Recreation cancels a program:**
Participants will have four options:
- ⇨ 100% refund of program fee
- ⇨ Transfer to another program
- ⇨ Transfer fee to your customer account to be used at a later date.
- ⇨ Donate the registration fee to the Care-to-Share scholarship program.

**When a program participant cannot attend an activity or an RV permit holder wishes to cancel:**
1. The Parks & Recreation office must be notified three business days (excluding holidays) Monday-Friday, 8:00am-5:00pm prior to the program/reservation start date; unless an earlier cutoff date is noted. (Example: if a program/reservation starts on a Monday, notification must be received the prior Wednesday no later than 5:00pm). You must talk to a Parks & Recreation employee; phone messages will not be accepted.
2. Program participants and RV permit holders will have four options:
   - ⇨ Transfer to another program or date.
   - ⇨ Receive a refund minus a $10 administration fee per refund voucher.
   - ⇨ Transfer fee to your customer account to be used at a later date.
3. Donate the registration fee to the Care-to-Share scholarship program.
4. Refunds for $10.00 or less may only be applied to customer account or donated to the Care-to-Share scholarship program.
5. With less than three business days notice, but prior to the program/reservation start date, program participants and RV permit holders may receive a 50% refund minus a $10 fee; credit or transfer full value to another program or reservation date less any costs already incurred by the department (at no fee). If at a later date a refund is requested from account, monies refunded will be at the 50% rate plus the $10 processing fee. Should the requested cancellation reduce the program participation level below the required minimum, no refund will be given. No monetary refunds will be granted the day the program/reservation starts or after but participant/RV permit holders may transfer (prorated value) to another session/date or to customer account as long as class minimums are maintained.
6. If you are dissatisfied with the content of a program, you may receive a full refund if you notify the office prior to the second class of a program.
7. Refunds will only be issued to account holder.
8. Requests that do not meet the above requirements may be considered on a case-by-case basis by the Recreation or Parks Superintendent or their designee.

### Waitlist
Once a program is filled, a waiting list will be created. You will be called if an opening becomes available or if additional classes are created. Note: if additional classes are created, they may not be at the same time or day as the original program. See page 29 for the Pullman Aquatic & Fitness Center waitlist procedure.

### Weather Cancellation
If the Pullman School District cancels school for the day because of inclement weather, then all scheduled recreation classes and programs will not be held. To check program cancellations due to weather conditions, call Parks & Recreation's Rain-Out Line at 509-334-3131 or check the city web site Monday-Friday at PullmanParksandRec.com, recreation, weather cancellation