



2010 Paradise Cove Season Pass Terms of Use

1. DISCOUNTS

1. A Paradise Cove Season Pass is a discounted rate for admittance to the Paradise Cove Facility. There are no additional membership benefits.
2. On days where the facility has reached maximum occupancy, patrons may have to wait in line to enter the facility. The Fire Marshall sets the maximum occupancy for the facility.

2. HOURS OF OPERATION

1. Paradise Cove will be open from 11am-7pm
2. When the Madison County School System is in session, the hours of operation will be from 11am-7pm Saturday and Sunday only. Memorial Day and Labor Day from 11am-7pm.
3. On occasion, various groups might utilize the facility which would close down the pool to the public and season pass holders. An email will be sent to all registered Season Pass Holders and will be posted at least one week in advance at the facility.

3. POOL CLOSURES

1. In the event of a fecal contamination in the pool, the pool may close from one hour, up to 48 hours depending on the severity, in order to properly sanitize the effected area.
2. In the event of a thunderstorm or other weather related event, the pool will close and no refunds will be issued. The pool will reopen as soon as safely possible. In the event the facility is closed for inclement weather, all patrons are required to leave the premises and/or make arrangements for transportation.

4. REFUNDS

1. Refunds, coupons, or other non-monetary items will not be given due to any pool closures. We realize that this is an inconvenience for everyone, and we apologize for the situation. However, the City of Richmond cannot prevent these situations. These incidents occur in every public water facility.
2. No refunds of any form will be given to Season Pass Holders after June 15. If a refund is needed before this date, the season pass holder must complete a "request for refund form". If granted, any usage of the facility, the cost of materials, plus a \$5 processing fee will be deducted from the prorated refund. Any and/or all requests for refunds will be at the sole discretion of the City, and all decisions will be final. Patrons will be notified within sixty-(30) days of the date their request was processed via USPS. (No phone calls please.)

5. SWIM DIAPERS/VINYL PANTS

1. All children who are not potty trained must wear a swim diaper and vinyl pant in the facility. Vinyl Swim pants and swim diapers will be available for purchase at the front desk or concession stand.

6. PICTURES

1. All Season Pass Pictures will be taken prior to the season opening at the Paradise Cove Facility. All children on a season pass will have their picture taken and placed in our computer system.
2. NO PHOTO ID's will be issued this year. All Season Pass Holders can check in by giving your name and by the staff verifying your picture.
3. Season Pass Holders from previous years do no need to take updated pictures. We do suggest that children get their pictures retaken every year because of how fast children's appearances change from year to year. Updated pictures can be emailed to pool@richmond.ky.us Please use the person's name as the file name with your attachment.

7. LAP SWIM

1. There will be no lap swim in 2010 before business hours in an effort to expand swim lessons.

8. UNDERAGED CHILDREN

1. Any children, ages 13 & under, must be accompanied by an adult or someone 16 years of age or older. If children ages 13 & under attempt to enter the pool facility without an adult, access will be denied and they will be required to contact a parent/guardian to pick them up. Parents/guardians that drop off their children must make proper arrangements to pick up their children no later than the close of the facility.
2. When meeting another adult at Paradise Cove who will be supervising your child, that adult must come to the front desk and take the children into the facility. No one will be allowed to enter the facility with out paying an admission fee.
3. Parents leaving their children at the facility with an adult that is not considered a legal guardian should insure that their child has a phone number where they can immediately be contacted, in the event of an emergency.

9. VIDEO TAPING

1. Video taping at the facility shall only be conducted with the express written consent of the City. Digital camera or other camera usage must be approved by authorized Paradise Cove Staff.

10. VIOLATIONS

1. Person(s) who habitually violate the rules and regulations, or those patrons that continue to exhibit behavior that is deemed unsafe, or inappropriate will be asked to leave the facility, with no refund due. Repeat offenders will not be granted access to the facility and will not receive a refund. The City of Richmond reserves the right to suspend all season passes in the event that rules and regulations have been broken.

11. ADVENTURE FALLS COMBO PASS

1. Season Pass holders purchasing an Adventure Falls Combo pass can begin using the season pass at Adventure Falls when it opens for the season (typically end of March).
2. This pass is just a discount. There are no additional membership benefits.
3. This pass includes unlimited mini golf. Batting Cage Tokens are not included.

12. RULES AND REGULATIONS

1. All rules and regulations posted at Paradise Cove apply.
2. All terms of use are subject to change.

Paradise Cove is a division of the
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