



# Annual Membership Refund or Transfer Request

Member Name (Please Print): \_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

\*Address to send check: \_\_\_\_\_

Please choose one of the following options:

Refund (Please state reason): \_\_\_\_\_

Transfer to: Name: \_\_\_\_\_ Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

### Annual Membership Transfers

Annual Membership Passes are transferable. Annual Pass holders may transfer their pass to another individual or family. If the receiving party is classified as a non-resident, the receiving party will be required to pay the difference between the resident annual pass fee and the non-resident annual pass fee for the remaining portion of the Annual Pass. If a non-resident annual pass holder is transferring their annual pass to a resident of the City of Frisco, there is no refund for the price difference.

### Annual Membership Passes - 30-Day Opt-Out Period

Annual Pass Holders have 30 days from the date of purchase to request an Annual Membership refund without incurring a withdrawal fee. One month, based on the monthly membership rate, will be deducted from the amount originally paid.

### Annual Membership Refund Policy

Annual Membership Passes may be refunded at a prorated amount, based on the number of months that have elapsed since the membership was purchased, and calculated at the monthly membership rate. An administrative processing fee of \$25 will be assessed on all annual membership refunds after 30 days. No refunds will be given on expired annual memberships or for unused time passed in the membership period prior to the date the refund request is received.

All refunds will be issued in the form of a check, which can take approximately 4-6 weeks. All refund checks will be mailed. Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing.

*All account credits and refunds are subject to approval by the Parks and Recreation Department and the applicable pro-ration and processing fees. Under no circumstances will a cash refund be provided.*

***I have read and understand the refund policy stated above.***

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date

Email the completed Refund/Transfer request to [gnelson@friscotexas.gov](mailto:gnelson@friscotexas.gov), or fax it to Gavin Nelson at 972-292-6614



# Annual Membership Refund or Transfer Request

PARKS AND RECREATION DEPARTMENT

## STAFF USE ONLY

Request received by: \_\_\_\_\_ Date: \_\_\_\_\_

Original Method of Payment for Membership:     Cash     Check     Credit Card

Original Date Paid: \_\_\_\_\_

Has the request been approved?                      Yes    No

Has PerfectMind been updated?                      Yes    No

Prorate date: \_\_\_\_\_

Prorated amount: \_\_\_\_\_

Fee Applied: \_\_\_\_\_

Refund Amount: \_\_\_\_\_

Date Check Requested: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date Approved: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_