



Creating Community, Enhancing Health, Inspiring Play

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May 26, 2020

Hello Foothills Passholder,

I hope this email finds you and your family safe and well. I am writing as a follow up to my previous email in regards to your Foothills facility pass. While we are regularly communicating with the State and local health departments, we still do not have definitive answers for our reopening schedule. We do know however that our operations will look very different in the future and we will be following all safety guidelines and restrictions to help provide you with a clean environment. We also believe when we first open that we may only be allowed to offer some limited access and options, which may not provide the services and activities for which you utilize our recreation facilities. In addition, we realize the COVID-19 pandemic has created unforeseen circumstances and you may need a little extra time to return to use our facilities. Considering all these factors, we want to ensure an equitable option for your pass. We have decided we will be effectively "cancelling" all passes and crediting the remaining balance of your pass onto your Foothills account in CommunityPass. This credit will be calculated from March 14<sup>th</sup>, when our facilities were forced to close, through your current pass expiration.

This credit will be accessible through your CommunityPass account and available to use toward the start of a new pass when we are open and you are comfortable to return. Please be patient for the credit to appear on your CommunityPass account as it will take us a few days to manually manage each account. In the event you decide you no longer desire a facility pass, this credit can be used toward any Foothills passes, classes, drop-in facility admission, massage services, room/shelter rental and recreation center proshops. This credit can NOT be applied toward childcare, rounds of golf and product in our golf proshops because they utilize a different point-of-sale system.

If you have any questions, please reach out to me directly at 303-409-2337 or [krodriguez@fhprd.org](mailto:krodriguez@fhprd.org)

Thank you for valued patronage and patience during this time. We look forward to having you back soon!

Regards,

Kelly Rodriguez