



# POOL PASS FAQ'S



CITY OF  
**EAU  
CLAIRE**  
Recreation Division

## WHEN CAN I PURCHASE A POOL MEMBERSHIP?

2024 Pool Passes are available for purchase starting on Friday, December 1st, 2023.

## WHEN WILL THE HOLIDAY SALE END?

The Holiday Sale will start on December 1 - January 31. Starting February 1 - May 15 all passes will be 10% off. Beginning May 16, all passes will be full price for the remainder of the season.

## CAN I PURCHASE A PASS FOR ANOTHER FAMILY?

If you're wanting to purchase a pass for another family, please call our Recreation Administrative Office for more details on how to do so.

## CAN I USE MY OLD TAGS FOR MY POOL PASS?

Absolutely! Patrons that plan to purchase future pool passes are required to keep their pool tags from year-to-year. Once you purchase your pass for 2024, your old tags will automatically be reactivated. If you misplaced and need new tags, please contact or stop by the Recreation Administrative Office, M-F, from 8am-5pm and purchase new tags for \$5 per family or individual membership.

## WILL YOU SELL ANY POOL PASSES OVER THE PHONE?

We will not accept any memberships purchased over the phone. All memberships will have to be purchased either online or in-person at our Recreation Administrative Office anytime Monday-Friday from 8am-5pm.

## WHO CAN BE ON MY PASS?

Only patrons that live under the same household will be allowed on your family pass. No patron outside your household is allowed on your family pool pass. All accounts are checked daily. Up to two adults (18+) per family pass.

## WHAT'S THE DIFFERENCE BETWEEN A RESIDENT & NON-RESIDENT?

In order to receive the resident fee, you must pay your property taxes to the City of Eau Claire. If you live within a Township or a different City, you have to pay the non-resident fee. All addresses are checked for residency vs. non-residency in our software system.

## WHY ISN'T THE CORRECT MEMBERSHIP FEE SHOWING WHEN I CLICK ON THE PACKAGE?

The correct Membership Fee will appear once you add the Membership to your cart.

## I CAN'T SEE MEMBERSHIPS ON MY DEVICE?

If you're having trouble viewing memberships, go to the three side bars on the ActiveNet customer side. Scroll down and click on "View Full Site". Now you're able to view memberships.

## WILL THERE BE SUPER PASSES?

Yes, Super Passes will be available this year. You must purchase a Family Pass in order to obtain a Super Pass. Once you're given one, no replacements are available. Limit 1 Per Family.

## WILL PASSES AND/OR SUPER PASSES BE MAILED OUT TO PATRONS?

All Super Passes and new Pool Tags will be mailed out to the patrons address that the passes were purchased under. We highly recommend double checking your account prior to purchasing to make sure the correct address is displayed. Patrons do not have to stop by our office to pick up their purchased tags.

**PURCHASE AT: <http://activenet.active.com/EauClaire/>**