



**RESIDENT/NON-RESIDENT FEE  
POLICY AND PROCEDURE**  
**PARKS, RECREATION and AQUATICS**

Effective: August 8,  
2009  
Revised: February 3,  
2015  
Approved: February  
3, 2015 P& R Board

**I. PURPOSE**

The purpose of this policy is to establish procedures for determining non-resident fees for Aquatics, Parks and Recreation programs, facilities and services where applicable and manageable.

This policy is intended to apportion to non-residents an equalized fee so that they contribute to the funding of Aquatics, Parks and Recreations programs, facilities and services on an equitable basis with residents.

**II. POLICY**

The Community & Neighborhood Services Department is committed to offering residents a wide range of services and activities at the lowest overall cost.

Per City Code 31-25 D The Parks and Recreation Board, reviews fees, charges and prices for recreational services and use of facilities in accordance with the Community Services Department Fee Policy and Procedure of the City of Chandler, and recommend changes to the City Council as needed or as requested by the City Council or the City Manager, through the Community Services Director. Fees shall be approved and adopted by the City Council.

**III. PROCEDURE**

Aquatics, Parks and Recreation Divisions follow guidelines set forth in the Parks and Recreation Pricing Model to recommend new user fees or to adjust existing user fees.

Non-resident fees for facility and equipment rentals, program registration and services offered by the Aquatics, Parks and Recreation Divisions are 35% higher than rates charged to residents, and rounded up to the nearest dollar.

Aquatic facility Punch Passes, Annual Lap Swim or Annual Season Family Passes are only eligible for purchase by residents. Individuals residing outside the corporate limits of the City of Chandler must pay the daily admission rate to use the pools.

Non-resident fees will be assessed in, but not be limited to, the following categories:

1. Admission Fees and Passes:
  - a. Tumbleweed Recreation Center and all Recreation drop-in programs with a fee – Non-resident fees will be established and residents will be offered a punch pass for daily admissions at a reduced rate.
  - b. Chandler Tennis Center at Tumbleweed Park - Non-resident fees will be established for daily admission, court rentals and services.
2. Rentals/Services: Non-residents will be assessed a higher fee for rentals and services.
3. Program/Activity Registration: Residents are given a one week priority registration period for each season, with registration for non-residents beginning six days afterwards. Programs

and activities that require participants to register, such as swim lessons, field trips, classes and adult sports leagues will include a higher charge for non-residents.

Our new registration system (ActiveNet) uses Chandler street address ranges to verify residency. Individuals can verify their residency by visiting [chandleraz.gov/infomap](http://chandleraz.gov/infomap). Customers living outside the corporate limits of the City of Chandler are no longer eligible to receive resident rates. If customers are charged a non-resident fee while completing their registration, staff will be happy to re-verify their address. However, if staff is unable to verify through our resources, customers will be asked to provide one or more of the following documents to verify residency:

1. Most recent year property tax bill
2. Business license and check imprinted with a Chandler address
3. City of Chandler water and trash collection bill – no more than 30 days old

Individuals providing fraudulent information to obtain services will be dropped from the activity with no refund.

#### IV. DEFINITIONS

1. **Admission Fees and Passes:** Admission fees and passes are the monetary charges for the use of facilities, such as City aquatic centers and recreation centers.
2. **Punch Pass:** A card issued to Chandler residents for multiple day use and typically containing five to 30 daily uses and offering a reduced rate to Chandler residents.
3. **Rentals/Services:** Rentals and services include but are not limited to the following: pavilion rentals, malt beverage permits, ball field reservations and lights, room rentals, kitchen rentals, birthday party rentals and equipment rentals.
4. **Program/Activity Registration:** Any registration based program or activity offered through Aquatics, Parks or Recreation, such as swim lessons, classes, field trips and adult sports leagues.
5. **Residency:** Residency is defined as a person or business who/that is located within the corporate limits of the City of Chandler. For purposes of this policy, a post office box address will not allow a person to be considered a Chandler resident. Individuals residing outside the City and attending Chandler schools will not be considered residents. Proof of residency will be required.