

The City of Edmonton Recreation Centres Admission, Passes and Memberships Terms and Conditions of Use

1. Admission(s), Pass and Membership Definitions

The City of Edmonton Recreation Centres offers Value and Benefits Plus admission(s), monthly pass, continuous monthly membership and an annual membership. Please find the below definitions:

- Admission(s): single and multi admissions (min. 5). There are no additional benefits.
- Pass: single month pass. There are no additional benefits.
- Continuous monthly membership: ongoing membership with automatic withdrawal from your bank account. Additional benefits are available.
- Annual membership: 1 year membership. Additional benefits are available.

2. Facility Access with Value and Benefits Plus

Facility	Value	Benefits Plus
Booster Juice Recreation Centre in Terwillegar		•
Clareview Community Recreation Centre		•
Commonwealth Community Recreation Centre		•
Coronation Park Sports and Recreation Centre		•
Kinsmen Sports Centre		•
Meadows Community Recreation Centre		•
ACT Aquatic and Recreation Centre	•	•
Bonnie Doon Leisure Centre	•	•
Central Lions Recreation Centre	•	•
Confederation Leisure Centre	•	•
Dr. Anne Anderson Community Centre	•	•
Eastglen Leisure Centre	•	•
Grand Trunk Fitness and Leisure Centre	•	•

Hardisty Fitness and Leisure Centre	•	•
Jasper Place Leisure Centre	•	•
Londonderry Fitness and Leisure Centre	•	•
Mill Woods Recreation Centre	•	•
O'Leary Fitness and Leisure Centre	•	•
St. Francis Xavier Sports Centre	•	•

These Recreation Centres are owned by the City of Edmonton and operated by the Community Services Department as a public facility. Value and Benefits Plus admission(s), pass and membership provides access to facility amenities (i.e. swimming pool, fitness centre, gymnasium). Please note amenities vary between facilities and may be unavailable at times due to unscheduled maintenance, scheduled programming and rentals. Amenity schedules are available on [move.learn.play](#) and Amenity closures will be communicated through [website notifications](#). Drop-in leader led classes are only included with Benefits Plus admission(s), pass and membership and programs may have minimum age requirements.

3. Admission(s) and Pass Terms and Conditions

Admissions and passes are non-transferable and non-refundable. Single admission is valid only for the day of purchase. Multi admissions (min. 5) **expire 2 years from the date of purchase**. Month pass is valid for 30 days from the date of activation. Full payment is due at time of purchase. Admissions and passes are non refundable and ineligible for holds. The following admissions and passes must be purchased in-person at a facility to validate eligibility.

- Corporate Wellness multi admission
- Community League Wellness multi admission
- Household multi admission and month pass. Please note individuals must be from the same household related by birth, legal status, or marriage up to a max of 7 people.

4. Membership Terms and Conditions

4.1. Benefits

Benefit	Value	Benefits Plus
20% discount on registered <u>physical activity</u> and <u>fitness</u> programs (excludes registered camps)*	•	•
10% discount on registered <u>Aquatic Programs</u>	•	•
Unlimited admissions to all <u>outdoor pools</u>	•	•
Fitness centre orientation	•	•
Exclusive member-only events	•	•
Complimentary swim assessment	•	•
Two-time membership hold (up to 30-days for each hold)	•	•
Unlimited access to all Value facilities amenities, including pools, fitness centre, gymnasium	•	
Unlimited access to ALL facilities amenities including pools, fitness centre, gymnasium		•

Access to any recreation center once per month, including drop-in programs	•	
Access to large-sized facilities on statutory holiday	•	
Unlimited access to leader led drop-in classes		•
Unlimited access to the virtual fitness library		•
20% off private and semi-private personal training		•
Access to child minding services for up to 2 hours per day (child and family memberships)		•
Bring up to 2 guests per year for a free 7-day trial. If they purchase a new continuous monthly or annual membership (Value or Benefits Plus), you'll receive a \$25 gift card.		•
Unlimited access to drop-in shinny hockey		•
Exclusive training studio reservations (max. 2 per day for up to 2 hours) at select facilities		•
Anytime upgrade	•	
Hassle-free membership cancellation	•	
Hassle-free membership cancellation and refund**	•	•

*\$25 will be placed on a member's account as a credit but can be transferred to a gift card if they prefer. Limit 1 free trial (2 or 3 visit, 7-day) per person every 365 days. Must not have had a membership or monthly pass in the last year. For household memberships, each member will receive 2 free 7-day trials to gift. Household memberships are eligible to receive a maximum of two \$25 gift cards each year.

**refunds are issued from the request date and are not prorated to the last date the membership was used

4.2. Membership Policies

Policy	Annual Membership	Continuous Monthly Membership
Cancellation	An annual membership may be cancelled at any time, without advance notice, by visiting any recreation centre in person or by emailing myaccount@edmonton.ca. A pro-rated refund of the membership from date of cancellation request to expiry date will be refunded back to the original credit card either online or in person depending on where the membership was purchased. Original receipt required if purchase was made in person.	Your bank account will continue to be debited monthly until you give written notice to cancel. Memberships may be cancelled at any time before the 15th of the month without penalty. After the 15th of the month, the membership cannot be cancelled until the following month. All cancellations must be completed using the cancellation form . There is no refund for any unused portions of the membership. At the time of cancelling, any outstanding amounts now become due and payable. After cancellation, should you wish to join the Continuous Monthly program again, you will need to follow the same process and provide the necessary information as a new registration. After 90 days any new application will be subject to a \$10 Program Administration Fee. The \$10 administration fee is non-refundable.
Membership Hold	An annual membership may be suspended/put on hold up to twice per annual term for up to a maximum of 30 days for each time. Longer membership suspensions/holds due to severe illness or injury are not subject to membership inactivation limit and must be approved by management. If the membership can no longer be used, a refund will be provided for the remaining time left on the membership. To have an	Continuous monthly memberships are eligible for two membership holds, up to a maximum of 30 days each, per calendar year. In order to process the hold the member must have had at least one monthly payment withdrawn from their bank account. Membership hold requests will not change the date we debit your bank account, as per the EFT agreement your bank account will be debited on the 1st day of each month or the next

	<p>annual membership suspended, members must speak with a customer service representative at any City of Edmonton recreation centre, contact 311 or email myaccount@edmonton.ca. Suspensions are binding and cannot be reversed, however end dates may be adjusted accordingly. Household memberships will require each member to be placed on hold, no exceptions.</p>	<p>business day. Please use this form or contact eft@edmonton.ca to submit your continuous monthly membership hold request. This must be done prior to the start of the hold. The EFT payments will be adjusted to account for membership holds. Household memberships will require each member to be placed on hold, no exceptions. Members will not be reimbursed for any unused portions if the membership is cancelled before the hold accommodation has concluded as per EFT policy there are no refunds for unused portions of the month.</p>
<p>Payment</p>	<p>Full payment is due at purchase</p>	<p>On your first visit to a facility, please bring in your completed Pre-Authorized Payment Debit Agreement (forms are also available at the customer service desk for your convenience), photo ID and a void cheque or pre-authorized debit (PAD) form from your financial institution to complete registration. The account holder(s) listed on the bank information will need to sign the agreement and provide photo identification.</p> <p>If you have questions about what bank information is accepted, please contact eft@edmonton.ca.</p> <p>The Administration Fee and the first payment – a prorated calculation based on the number of days between the membership start date and the first debit date, must be made prior to the membership pass being activated.</p> <p>Your account is automatically debited on the first banking day of every month. The City of Edmonton will assess a fee of \$10 per transaction if the cheque account provided does not exist, a stop payment is applied or if a cheque is returned NSF, in addition to any penalties assessed by your bank. Your membership will be deactivated until the account is in good standing. Should there be 2 returned payments, membership and this agreement will be terminated. Outstanding amounts will be sent to collections after 90 days.</p> <p>The Continuous Monthly Membership Fees are subject to annual increases.</p> <p>For discounted membership passes, you will be required to provide proof of continued eligibility for the program when requested.</p> <p>Membership monthly fees will be adjusted automatically upon birth date where a member's age changes pass type.</p> <p>Promotional priced memberships will expire 12 months after the start date and will be charged the discounted rate based on the year of purchase fees for the duration.</p>

4.3. Additional Membership Policies

Benefits Plus membership does not include registered programs or personal fitness services. Schedules and hours are subject to change. For up to date information please call 311, visit www.edmonton.ca/notifications or sign up to receive [notifications](#). Memberships are non-transferable. Discounted memberships, including Corporate Wellness and Community League Wellness, and Household memberships must be purchased in-person at our facilities to validate eligibility. Household memberships are sold for all members of the same household related by birth, legal status, or marriage up to a max of 7 people. Membership discounts cannot be combined.

5. Facility and Amenity Closures

There may be occasions when amenities or the facility is temporarily inaccessible to the public and recreation members due to routine maintenance, scheduled events, seasonal hour changes, or school partnerships. Depending on the scope and timeline of the closure membership accommodations will be offered. Advance notice of a closure and any applicable membership accommodation will be emailed to the email address on account. Closures will be communicated through facility signage, and [website notifications](#). Please ensure your most current email address is updated on your Move.Learn.Play account, and subscribe to [facility notifications](#) through [THIS](#) link.

6. Membership Card

For memberships purchased on line please visit any City of Edmonton Recreation centre to receive your membership card. Bring your photo ID, and our customer service representatives can take your photo and provide a membership card. Report lost or stolen cards to service counter staff. Replacement cards are subject to a \$5.00 administration fee.

7. Respect for People and Property

The City of Edmonton is committed to creating and maintaining an environment in which everyone feels safe and are treated with mutual respect, which includes both those we serve and our employees. To help us with this commitment, we would like to draw your attention to the Community Recreation and Culture Branch's Respect for People & Property guidelines on the City of Edmonton website at <https://www.edmonton.ca/safety/respect-people-property>

All individuals who interact with City of Edmonton employees or access services or spaces within the Community Recreation and Culture Branch, (which includes; general members of the public, user groups, licence holders, customers, coaches, volunteers, spectators and administrators) are required to adhere to Community Recreation and Culture Branch's Respect for People & Property guidelines.