

## City of Edmonton Recreation Centre *Value* Membership Terms and Conditions of Use

### Access and Benefits

*Value* memberships provide access to all small and medium recreation centres during public hours for self-directed drop-in activities. These Recreation Centres are owned by the City of Edmonton and operated by the Community Services Department as a public facility. The following facilities are accessible with a *Value* membership:

- 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

### Additional benefits include:

- Unlimited access to facility amenities, including pools, fitness centre, gymnasium
- Unlimited admissions to all outdoor pools
- Access to any recreation centre once per month, including leader-led drop-in programs
- Access to large recreation centres during statutory holidays
- 10% off registered aquatic programs
- 20% off registered fitness programs and physical activity programs (excluding day camps)
- Exclusive member-only events
- Anytime upgrade to Benefits Plus membership
- Complimentary swim assessment
- Two-time membership hold for 30 days (up to 60 days over duration of membership)
- Hassle-free membership cancellation and refund

### 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.

### Further Terms and Conditions

Value membership does not include leader led drop-in classes, 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](http://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 Cards

In order to get your membership card, please visit any City of Edmonton recreation or leisure centre, bringing your photo ID, and our customer service representatives can take your photo and print the membership cards or show you how to load them onto your mobile device. Report lost or stolen cards to service counter staff. Replacement cards are subject to a \$5.00 administration fee.

### Policies

Please find below policies for annual and continuous monthly terms:

Policy	Annual Membership	Continuous Monthly Membership
<b>Cancellation</b>	An annual membership may be cancelled at any time, without advance notice, by visiting any recreation centre in person or by emailing <a href="mailto:myaccount@edmonton.ca">myaccount@edmonton.ca</a> . Any resulting credit can 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 <a href="#">cancellation form</a> . 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.
<b>Membership Hold</b>	An annual membership may be suspended/put on hold 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	Continuous monthly members 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

	<p>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 annual membership suspended, members must speak with a customer service representative at any City of Edmonton recreation centre, contact 311 or email <a href="mailto:myaccount@edmonton.ca">myaccount@edmonton.ca</a>. Suspensions are binding and cannot be reversed, however end dates may be adjusted accordingly.</p>	<p>account. Membership hold requests will not change the date we debit your bank account, as per the <a href="#">EFT agreement</a> your bank account will be debited on the 1st day of each month or the next business day. Please use this <a href="#">form</a> to submit your continuous monthly membership hold request.</p> <p><b>Please also note:</b></p> <ul style="list-style-type: none"> <li>• Household memberships will require each member to be placed on hold, no exceptions.</li> <li>• The EFT team will credit the prepaid amount from the hold back to the member within the next two months (payments). We suggest the member submit a hold request as soon as possible after they return from a vacation, injury, medical, etc.- to avoid having to re-register early returns.</li> <li>• Changes or cancellations made to the membership after your hold is requested will result in nullifying the requested hold dates and, if applicable, forfeiting the prepaid hold credit.</li> <li>• 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.</li> <li>• To adjust hold dates please contact <a href="mailto:eft@edmonton.ca">eft@edmonton.ca</a> or call the EFT team directly 780-944-0415.</li> </ul>
<p><b>Payment</b></p>	<p>Full payment is due at purchase</p>	<p>On your first visit to a facility, please bring in your completed <a href="#">Pre-Authorized Payment Debit Agreement</a> (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 <a href="mailto:eft@edmonton.ca">eft@edmonton.ca</a>.</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>
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