

Aquatic & Fitness Services

NEW Monthly Continuous Memberships – Frequently Asked Questions

What are Monthly Continuous Memberships?

Monthly Continuous Memberships are automatically renewed on a monthly basis and on the same date as initially purchased.

What are the benefits of having a Monthly Continuous Membership?

The benefits include ease of automatic payments to break up the costs on a monthly basis. No need to renew your monthly pass. The cost benefit is a significant reduction from the cost of the month membership at approximately 40% reduction.

Can I purchase the Monthly Continuous Membership in person, over the phone or online?

Monthly Continuous Memberships can be purchased in person. An agreement and a pre-authorized payment form must be completed and signed to purchase the membership. Therefore, one cannot purchase the membership over the phone or online at this time.

How can I pay for the Monthly Continuous Membership?

Monthly Continuous Memberships are automatically renewed on a monthly basis and on the same date as initially purchased. The customer will add the preferred credit card information onto their account, which is encrypted for the clients' safety and security. The customer will choose which credit card will be charged on a monthly basis by indicating the card on the pre-authorized payment form. The Member's credit card will continue to be charged unless the membership is canceled by the member as per the Membership Cancellation Terms and Conditions outlined in the Membership Agreement.

Can I cancel my Monthly Continuous Membership after it's purchased?

The Monthly Continuous Membership can be cancelled until 10 days after the date of purchase. No reason is necessary. To cancel, the customer must give written notice by way of a cancellation form. Refunds will be calculated based on usage during the 10-day period. The cancellation fee of \$25 will not be charged if cancelled within 10 days of purchase.

The Monthly Continuous Membership can be cancelled by completing the cancellation form at least ten (10) business days prior to the requested cancellation date, or in the alternative, will be charged the equivalent of one month's membership fee at the time of cancellation. A \$25.00 cancellation fee will be charged for cancellation of a Monthly Continuous Membership that has been active for less than six (6) months.

Can I put my Monthly Continuous Membership on hold for vacations?

The Monthly Continuous Membership can be put on hold up to twice per calendar year for a cumulative maximum of four (4) months. Requests for Membership holds must be submitted in writing using the form, Monthly Continuous Membership Hold Request, at least ten (10) business days prior to the hold start date and must specify the duration of the hold period. Membership holds cannot be backdated.

Can I put my Monthly Continuous Membership on hold for medical leaves?

Monthly Continuous Memberships can request a hold for a medical condition that prevents the Member from using the facility. The request must be accompanied by a note from the medical service provider.

What if the Member ages out of the Membership type?

Should the Member age out of the Membership, the following anniversary date of the purchase the Membership will be adjusted to the appropriate Membership type. For example, if the Membership is purchased on October 1, 2020 and the Member ages out of the age category then on the anniversary date, in this case would be October 1, 2021, the appropriate age category would apply. This would apply for a youth who has aged out of the child membership, an adult who has aged out of the youth membership or senior who has aged out of the adult membership.

What types of payments will be accepted for Monthly Continuous Memberships?

Only credit cards will be accepted for Monthly Continuous Membership payments. VISA debit card, cheques and debit cards will not be accepted for payment.