

Aquatic & Fitness Services

Memberships – Frequently Asked Questions

What are Monthly Continuous Memberships?

Monthly Continuous Memberships are automatically renewed on a monthly basis. Patrons will be charged monthly on the same date as initially purchased. This needs to be purchased in person and must be paid with a credit card, as the credit card information will be recorded on their account.

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 rather than having to pay a large sum upfront. There is no need to renew your monthly pass. The cost benefit is a significant reduction (approximately 40%) from the One Month Membership cost.

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 preauthorized 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 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 Membership after it's purchased?

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 Monthly Continuous Memberships that have been active for less than six (6) months.

One Month and One Year Pass cancellations will only be considered if a *permanent* disability occurs, or if a client moves outside of the Richmond area. Proof may be required. The pass must be current (not expired) and the refund will be based on the date the refund was applied for.

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 Monthly Continuous Membership Hold Request form 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 Membership on hold for medical leaves?

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.