

Member Policies, Terms & Conditions

Changes to Account

The Town of Ingersoll Community Services must be notified of any change to mailing address, contact information, health or payment information as soon as possible.

Membership Cards

They are non-refundable and non-transferable. Membership cards cannot be loaned to another individual. For all lost, stolen or damaged cards, a \$2.50 replacement fee will apply. Cards must be presented at each visit.

Fitness Centre Access

Person(s) of 14 years of age and older are permitted; 11 years of age and younger are not permitted access the Fitness Centre. Youth Between the ages of 12-13 years of age must register, participate in and successfully complete the Pre-Teen Orientation course with a Personal Trainer in order to access/use the Fitness Centre. Youth 12 – 13 years of age must be supervised by an adult 18+ years at all times while in the Fitness Centre. You assume sole responsibility of your health and wellbeing while participating in and using our Fitness Centre. You understand and agree certain physical activity may pose a risk to your health and wellbeing if not conducted in a safe and effective manner with initial clearance from your health care provider. You assume all responsibility in this area. Should you be asked, you agree to complete a PAR-Q (Physical Activity Readiness Questionnaire).

External Trainer

No person(s) will be given access to support, train, or treat in any professional capacity, any Individual within our facility without first completing, submitting and gaining individual approval by Recreation Program Manager for an Approved External Trainer Membership . This includes but is not limited to: Personal/Developmental Support and Service Workers, Physical/Occupational/Massage/Athletic Therapists, Teachers, or otherwise. Approved External Trainers' Status is made on an individual basis determined by our Recreation Manager. Approved External Trainer Membership is valid only for a limited, predetermined amount of time reflective of Candidate's proven insurance and certification. This predetermined length of time is non-negotiable. All Approved External Trainers are required to successfully complete a 1:1 Fitness Centre Orientation directly with General Recreation Programmer/Fitness Coordinator prior to using our facility in any professional capacity. Approved External Trainer Membership card is mandatory at each visit with no exceptions made and cardholder is responsible for replacement cost should card be lost or damaged. It is the sole responsibility of the Approved External Trainer to ensure Membership is in good standing and renewal process is self-initiated 4-6 weeks prior to expiry to avoid any delays in Facility access.

Dress Code

Patrons are to wear fully enclosed, clean indoor sports shoes during workouts for safety reasons. Patrons are required to wear a singlet or T-shirt at all times in the Fitness Centre. Clothing must be clean, tidy and appropriate with no offensive prints or designs for the consideration of other patrons/staff. In an effort to uphold personal hygiene and safety standards, towels will not be permitted into the Fitness Centre. Disposable wipes are available for the purpose of cleaning equipment before and after use. Disposable wipes are not to be used for personal hygiene. Paper towel dispensers are available for purposes of personal hygiene.

Group Fitness Class Drop-ins (Land Fitness and Aqua Fitness)

Available to person(s) ages 14 years and older. All fitness class participants will be required to scan in/sign in at Front Desk. Schedules are subject to change based on attendance. Participation is permitted on a first come, first served basis,



as maximum capacities are in effect. Some classes require pre-registration. View current class schedules for more information.

Trial Memberships

If a member's guest is interested in seeing what we have to offer and would like to try out our facilities, they can sign up for a onetime one day free trial membership. Trial Memberships are for *1 day only*. Government Issued Photo ID is required when activating a trial membership. One Time Trial Memberships only give patron access to the facility for drop in programs and weight room access. It does not provide client with additional membership perks. I.e. no discounts or early registrations with a trial memberships.

Reservation of Rights

The Town of Ingersoll and Community Services Department reserve the right to change the hours of operation, add, modify, and/or eliminate any program, equipment, activity, or class of service. We will use our reasonable best efforts to maintain the existing services and facilities as the date of this Agreement.

Maintenance Closures

The Town of Ingersoll and Community Services Department reserves the right to close certain locations (fitness center, multi-purpose rooms) for maintenance, holidays and special events.

Rules and Regulations

Our "Town of Ingersoll and Community Services Department" rules may be posted within each facility location and may change from time to time. The Rules are for your benefit and protection and must be complied with by all members and clients. We reserve the right to suspend or revoke any fitness client/member, without refund, if you or your guest a.) Fail to follow rules b.) Cause a nuisance or disturbance, c.) Commit any illegal or immoral acts d.) If we feel that your action may endanger yourself or others or e.) Failure to follow the Fitness Centre Terms and Conditions.

Lost or Stolen Items

The Town of Ingersoll and Community Services Department does not accept any responsibility for lost or stolen items. Please lock up all valuables in the lockers available in change rooms or leave them at home.

Mobile Phones, Cameras, and Other Recording Devices

Photos/videos in change rooms, washrooms, pool deck or viewing areas and/or the fitness centre are strictly prohibited.

Scent Free Policy

The Town of Ingersoll is committed to eliminating health concerns arising from exposure to scented products by maintaining a scent-safe environment for all employees and visitors within the Town of Ingersoll's Community Services locations. All employees and visitors will refrain from using or wearing scented products in all Community Services Facilities.

Non-Sufficient Funds (NSF)

Declined/NSF payments will be charged an NSF fee of \$25.00. The repayment must be paid by cash, debit or certified cheque. Participation in any Town of Ingersoll and Community Services Department activity may be suspended until payment is received. The Town of Ingersoll and Community Services Department reserves the right to terminate patron/membership privileges, without refund, for an account overdue more than 30 days.



Cancellation Policy - 1 Month Memberships

There are NO CANCELLATIONS, REFUNDS, and/or CREDITS available on 1 month membership purchases. Patron will have access to the facility for 1 month after date of purchase.

Cancellation Policy - Auto-Renewing Memberships

Memberships can be cancelled with 30 days written notice (cancellation request form). Confirmation of cancellation and last date of facility access will be sent out to the patron once the request has been processed.

Program Registration Refund Policy

Cancelling BEFORE session starts entitles patrons to a REFUND minus a \$20 admin fee or the full amount paid can sit on your client account to be used towards future programming. Cancelling AFTER session starts (as defined by minimum 1 class occurred) entitles clients to CREDIT ON ACCOUNT minus \$20 admin fee AND the cost of services provided or classes attended.

Program Registration Transfer Policy

Patrons are able to request a transfer between courses. We will do our best to accommodate all requests based on course availability, course pre requisites and instructor availability. If the course you are registering IN is MORE expensive then the course you are transferring OUT of, you are responsible to pay the difference before you can participate in class. IF the course you are registering IN is LESS expensive than the course you are transferring OUT of, we will leave the remaining balance on your client account to be used towards future programming.

Point of Sale Refund Policy

All sales are final unless refund is required due to administrative error; there is no exchanges available for product sales.

Private Booking Refund Policy

Private facility bookings with at least 48 hours' notice of any cancellation are entitled to a refund. Patrons with private bookings are responsible for payment of the booking with less than 48 hours' notice, unless the space or time can be sold in another booking.

Financial Assistance

The Town of Ingersoll is committed to being financially accessible to all members of our community. We will make every effort to accommodate all individuals who wish to participate in a program or membership and are unable, but not unwilling, to pay the full fees. Please visit the Victoria Park Community Centre, 355 Wellington St, to pick up an application to our Financial Accessibility program.

RZone

RZone is a policy requiring all persons wishing to visit or participate in any Town of Ingersoll Community Services Departments facilities, parks, or programs to respect others and take responsibility in helping the Town maintain a positive and safe environment. The policy outlines the consequences for acts of inappropriate behavior at all municipally owned facilities, properties, municipally sponsored events, programs in written and verbal communication (including electronic and telephone) or any other location where Municipal staff are present. It is understood that these guidelines do not include all types of behavior and that each incident will be reviewed based on information available and that consequences outlined are guidelines that may be adjusted to reflect conduct/action. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct. For more information, please call 519-425-1181.

Refunds will not be given by the Community Services Department or any other affiliate user group to individuals/groups found to be in violation of this policy

