

VAUGHAN **FITNESS**

find your **strong**



**Membership
Policies**

Vaughan Fitness

Membership Policies

Vaughan Fitness reserves the right to change policies as required and to revoke a membership or suspend any member or guest who does not comply with the policies and procedures described.

Vaughan Fitness locations are subject to annual maintenance closures. Memberships will not be extended due to closures.

1-Month & 3-Month Memberships

- 1-month and 3-month members are entitled to full use of the facilities as outlined in these policies.
- 1-month and 3-month members may convert to a 1-year membership provided payment is made prior to the expiry of the 1-month or 3-month membership.

Fitness Centre Privileges

- Members 13 years of age and older may use the fitness centres.
- New and renewing 3-month and 1-year members are entitled to a free personalized program. (Up to one program every 6 months).
- Fitness staff are available onsite to answer any fitness related questions or to assist members in how to do an exercises or use a machine.
- Use of the exercise equipment and running track.
- Admittance to all fitness, spin and aquafitness classes (subject to capacity limitations). Fitness class schedules and instructors may change seasonally or according to demand and/or gymnasium availability.
- Use of any City of Vaughan swimming pool and whirlpool during recreational and length swimming periods (subject to pool regulations and capacity limitations). Maple Fitness Centre has a private whirlpool for members.
- Use of any City of Vaughan arena during recreational skating and shinny hockey. (October to March)
- Use of any City of Vaughan gymnasium during recreational sports.
- Use of the squash courts subject to Fitness Centre Court Policies.
- Private locker rooms with a dry sauna.

Fitness Centre Policies

Memberships

- Members / guests 13-17 years of age must have parent or legal guardian signed consent prior to joining.
- Prior to your first workout you must have signed the Membership Agreement form.
- Photo – a current photo of yourself must be added to your registration system account. Customer Service staff will ask for a picture to be take of you during your first visit to the Fitness Centre.
- A family discount of 15% is available for 2 or more people (must include a minimum of one adult) residing at the same address. Proof of residency is required. Discount will not be applied to the original member if family members are added after the membership is processed. (Only applicable to 1-year membership).

Use of the Fitness Centre

- Members must present their membership card at Customer Service in order to gain entry to the fitness centre. Lost cards must be replaced; a nominal fee will be charged. A member may be denied access to the fitness centre if their membership card is not provided to Customer Service.
- Members and guests may not participate in any physical program area in street shoes or street clothes. Specifically, jeans, jean shorts, tank tops showing chest, dress clothes, sandals, crocs, open-toe shoes and heels, will not be allowed. For both hygienic and safety reasons, shoes and shirts must be worn at all times in the facility. Patrons are responsible for wiping the equipment after use with the supplied wipes.
- Food and beverages are not permitted in the fitness centre. Personal, non-breakable water containers are permitted.

- Locker rentals are available for 1 year and 3 month fitness membership.
- Lockers are available for day use and must be cleared at the end of each visit. Members must bring their own locks. **Any locks left on overnight will be removed.**
- All members and guests must secure personal belongings (clothes, coats, gym bags, etc.) in the lockers. Smaller items should be stored in the small security lockers located in the fitness centre. The City is not responsible for lost or stolen items.

Non-Staff Personal Trainers & Therapists

- Non-staff personal trainers are not permitted to conduct business at Vaughan Fitness locations.
- Only athletic therapists and physiotherapists are granted non-staff trainer status, provided the guidelines are met. A support worker may be allowed to attend the fitness centre with the member at no charge, subject to approval by fitness staff. It is understood that the support worker will not be exercising, and must wear proper footwear.

Personal Training & Fitness Consultations

During your initial consultation session, our fitness staff will complete a *Fitness Program Consultation Form* with you.

Membership Renewal

- Members renewing a 1-year membership to a 1-year membership on or before their expiry date are entitled to the renewal discount fee.
- **Refer a friend or family member and receive 1 FREE month** when they purchase a 1-year fitness membership. *See fitness staff for full details.*

Extensions & Freezing Membership

- 1-month and 3-month memberships cannot be put on hold.
- Memberships will not be extended due to annual or regular maintenance of facilities.
- Membership extensions will not be granted for non-use of the facilities.
- Membership extensions will be considered for requests of a minimum of 4 weeks duration.
- Completion of a *Freeze Request Form* and payment of \$25 plus HST is required to place a membership on a non-medical freeze. **Payment must be made at the time of freeze request.** If the membership is subsequently cancelled, an additional administration fee will not be charged. Members will be required to keep their key tag during the duration of their hold, lost cards will be subjected to a replacement fee.
- Members freezing their accounts must provide a reactivation date at the time of their request.

Medical Extensions

A doctor's written notification, stating the starting date and the length of the member's inability to use the facilities must be submitted within 2 months of acquiring the medical condition.

Failure to notify the fitness centre within 2 months will result in a **\$25 plus HST** fee. A doctor's note may be requested prior to having the membership re-activated.

Refunds

- 1-month and 3-month memberships are not refundable. Transfer of membership to another individual is not permitted.
- A full refund is payable if requested within 5 days of the membership start date, after which, our *Satisfaction Guaranteed* policy allows a refund to be requested for any reason. The refund will be pro-rated from the date the *Cancellation Form* is submitted, minus an administrative fee of \$25 plus HST. Membership fee refunds take approximately 4-6 weeks.
- If the refund amount is left as a credit in the Recreation Services account, the administrative fee will not be charged and the credit may be used by any family member towards a membership or other registration program. The credit may not be transferred to a non-family member.
- If a member from a family membership requires a refund that person will be refunded. The remaining member will continue to receive the discount until it is time to renew.

Please Note: The City of Vaughan continues to follow public health guidelines relating to COVID-19 safety, and will adjust programming accordingly. This may include temporarily pausing access to some amenities and services, as well as removing and/or canceling some programs due to evolving COVID-19 restrictions. For regular updates visit vaughan.ca/recreation.

Fitness & Spin Class Policies

- To ensure safety and quality of instruction, there are a maximum number of participants allowed.
- Guests and pay as you go participants may participate if space permits, and may obtain a pass 5 minutes before the start of class.
- Schedules and instructors are subject to change.
- Classes may be cancelled due to low attendance.

Other Amenities for Recreational Use

- Fitness members may use any City of Vaughan facility for recreational swimming, aquafitness, skating, shinny hockey or drop-in sports, subject to all regulations and capacity limitations.
- Recreational schedules are available at Customer Service or online at vaughan.ca/recreation. Schedules change seasonally. All City of Vaughan facilities have annual maintenance periods during which facilities (e.g., pools, gyms, arenas) will be closed.
- The pool and whirlpool are available for use during recreational and length swimming periods only.
- The sauna and whirlpool should be used cautiously. Maximum length of time per stay should be 5 minutes. Long exposure to a hot environment may harm the health of elderly persons, individuals with health problems (e.g., heart disease, diabetes, and high blood pressure) and pregnant women. It is recommended that these individuals consult with their doctor before using the whirlpool or sauna.

Fitness Centre Court Policies

- Goggles are mandatory for squash/racquetball players under 18 years of age. It is recommended that all squash players wear CSA-approved eye guards to prevent and reduce the chance and risk of injury. These are available for purchase at Customer Service.
- Court periods are 40 minutes in length. Court availability may be limited due to squash houseleagues, squash camps/programs or squash court maintenance.
- Court reservations may be made up to 1 week prior to the booking date. Courts may be booked either in person, by calling Customer Service or online at fastcourts.com.
- Your full name and email address must be provided for use of the online court booking system. See Customer Service or fitness staff for more information. Only one court booking per day is permitted. The names of both players using a court must be given at the time of booking.
- Cancelling a reserved court requires at least 4 hours advance notice. Failure to do so may result in the loss of reservation privileges for a 1-week period.
- The late grace period is 5 minutes. After that time, late arrivals risk losing their court to other members who have not yet played that day.
- White-soled sneakers or non-marking court shoes must be worn on the court. Black or dark-soled jogging shoes are not permitted.
- 10-visit pass holders may book squash courts at Customer Service.

For Vaughan Fitness locations and amenities, please visit vaughan.ca/fitness.