

MEMBER HANDBOOK

eastlink  centre

GRANDE prairie





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Life is all about movement and we want you to come move with us at the Eastlink Centre.

Here you will find easy access to your next workout in Eastlink Centre's fitness centre, you enjoy a family day or leisurely swim in the pool, skate year-round at the Design Works Centre or join instructor-lead drop-in fitness classes including boot camp, cycle, aquafit, yoga – all while your little one meets new friends in PlayCare!

The best part? It's all under one roof!

VISITING THE FACILITY

Enjoy your first visit to the Eastlink Centre with a few simple tips. Our staff are here to support you and ensure your experience is enjoyable, plus answer any questions you may have.

ACCESSING YOUR ONLINE ACCOUNT

Access your online account where you can edit your account information, add family members, purchase new memberships, and passes, book facility space, register into programs and book Play Care here:

cityofgrandeprairie.perfectmind.com/SocialSite/MemberRegistration/MemberSignIn

Login to your account with your existing email and password if you have already created your account. If you are new to your account, select the green signup link above the login box.

From there you will be redirected to the member registration page. Enter all required fields and fulfill the reCAPTCHA requirement before selecting the Become Member button.

Now that you have created your online account, you can enjoy the benefits of managing your memberships, bookings, and registrations from anywhere, anytime!



RULES & SAFETY

Wristbands Are Required

- Wristbands are required and must be visible at all times when using facility areas that require proof of admission. Wristbands are also required for all programmed areas.
- If you have a monthly or annual play pass, you are required to present your membership card to receive your wristband each time you use the facility.
- Daily pass purchasers will receive a wristband at the time of purchase.

Child Supervision

- Children less than 8 years old must be always within arm's reach of a responsible guardian 16 years of age or older in the Eastlink Centre.
- Ages 8 and 9 need to have a responsible guardian of 16 years of age or older in the facility.
- Ages 10 years or older can be in the facility unsupervised.
- Ages 12 and younger cannot be in the fitness centre (including children in strollers) or use the equipment on the third-floor track. Parents can bring children in strollers to the track.

Tree House

- Children ages 4–7 are allowed to use the Jungle Play Place.
- No wristbands are required for this area.
- Adults are not required to purchase a wristband to supervise their children.
- Parental supervision is required at all times.
- Socks are mandatory.

Family Change Rooms

- We have reserved the family change rooms for parents accompanying children under the age of 8 as well as anyone needing assistance in the change room.
- There are changing tables to assist families with young children.
- Children and families over the age of 8 years not requiring assistance should use the appropriate change room.



Fitness Centre

The second-floor concourse is an extension of the fitness centre, and the same rules apply.

- Wipe down equipment before and after each use.
- Ensure you are wearing closed-toe indoor shoes and proper gym attire.
- Return weights and equipment after use.
- Youth ages 13 and older are welcome.
- Ask for your complimentary orientation.
- Be aware, be courteous.
- Guided drops only.
- Be mindful of space.
- Limit super setting.
- Limit grunting.
- Ask to use equipment after guests are complete their set.
- Use liquid chalk only.
- All personal trainers must be vetted through the Fitness & Wellness Supervisor.
- Be scent aware: personal hygiene and perfume/cologne.

- Water and sports drinks in plastic or metal containers only.
- Schedule a Fitness Centre & Track Orientation on our Online Booking Portal: cityofgp.com/parks-recreation/online-booking-portal

“Sport and Fitness Programs” → “Registered Fitness Programs” → “Dryland Fitness”

From the drop-down menu you can select “New Member Fitness Centre & Track Orientation” for your preferred date and register.

Sport and Fitness Programs

[Learn to Play Sports](#)

[Learn to Skate Programs](#)

[Parented Play](#)

[Registered Fitness Programs](#)

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Registered Fitness Programs



Dryland Fitness

These fitness programs offer a variety of movements and skill development daily to keep things fun and keep you feeling great!

▼ [Show](#)



UNACCEPTABLE BEHAVIOURS

These behaviours will not be tolerated and will result in your removal/potential ban from the facility:

- Verbal abuse
- Drugs/alcohol
- Bullying/harassment
- Suspicious behaviour
- Sexual activity
- Inappropriate touching
- Intentional contamination
- Vandalism
- Voyeurism
- Voitering
- Fighting
- Theft
- Profanity

GROUPS

If you are bringing a large group (over 12 people) to the Eastlink Centre, please let us know in advance so we can ensure adequate staffing and confirm the area you wish to use is available.

Contact Guest Services at 780-830-5000 for more information.

LOCKERS

All change rooms are equipped with lockers. You must bring your own lock. You can also purchase a lock at a welcome desk, prices are \$9 for a combination lock and \$12 for a key lock.

POOL

We have a large variety of pools in our aquatics area. Choose a pool and depth suited to your familiarity in the water.

Feel free to ask our lifeguards questions as they can assist you in having a safe and pleasant experience.

Ensure children under eight are within arm's reach when in the facility.

You can read more about safety at the Eastlink Centre here: cityofgp.com/parks-recreation/facilities-venues/eastlink-centre/rules-safety

You must wear a swimsuit to use the aquatics area and remember to bring a towel. Goggles are not required but suggested.

Please see our swimwear guidelines for more information: cityofgp.com/parks-recreation/facilities-venues/eastlink-centre/first-time-visitors



FITNESS CENTRE

To participate in fitness classes or use the gym, ensure you are ages 13 and older and wearing sports clothes as well as closed, indoor shoes in all fitness areas. When using the Fitness Centre, be sure to bring a towel. It is courteous to wipe down equipment after each use.

We ask that during busy times, you leave equipment free for others to use while you rest, and only use one piece of equipment at a time. Ensure weights and bars go back their original position when you are done and be mindful of dropping heavy weights on the floor.

Fitness classes may require you to bring additional items, such as a yoga mat or socks to class. To ensure you arrive prepared, check the class description prior to attending.

PLAY CARE

Childcare is included in your Eastlink Centre membership/ Grande Access Pass. PlayCare for children ages six-months to seven years old can be booked online up to 72 hours in advance.

Book your spot today at:

cityofgrandeprairie.perfectmind.com

FIELDHOUSE

Please help us keep our fieldhouse and squash and racquetball courts clean by wearing your indoor, non-marking shoes when you come to play. Bare feet and flip flops are not allowed in the fieldhouse. Socks are available for purchase at the front counter.

Remember to stay hydrated when doing physical activities, water in plastic containers is permitted in this area.

Equipment rentals are available at the information desk with your membership or drop-in.

FACILITY MAP

Access and download our facility map here:

cityofgp.com/parks-recreation/facilities-venues/eastlink-centre/facility-map

MEMBERSHIP AGREEMENT

Access your membership agreement here:

cityofgp.com/parks-recreation/facilities-venues/eastlink-centre/rates-membership



Most importantly, we want you to feel comfortable and confident in our environment. If you have any questions, or feel at all uncertain about trying something new, do not hesitate to reach out for support.

We are here for YOU!

CONTACT US

- A** #10 Knowledge Way
Grande Prairie, AB T8W 2V9
- P** 311 or 780-538-0300
- E** info@cityofgp.com
- W** cityofgp.com/eastlinkcentre

**For membership specific inquiries,
please contact:**

Membership & Growth Coordinator

E ckcfinanceoffice@cityofgp.com

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