

## Terms and Conditions

This contract is signed between the Customer and City of Grande Prairie.

City of Grande Prairie Facilities included for use under Membership(s) services covered for the annual pre-paid and ongoing monthly Eastlink Centre membership and Grande Access Pass membership under the area that noted facilities included.

All memberships must be active for a minimum of one month before they can be cancelled. After one month, the customer may cancel the membership at any time with no fee or penalty. In the case of cancellation, pre-paid membership fees are refundable based on the remaining time frame of the membership from the cancellation date. Note that the customer must provide a minimum of seven (7) business days' notice prior to the next scheduled payment when terminating or holding the membership contract.

Membership(s) are non-transferable.

Use of The City of Grande Prairie facilities is subject to availability. The City of Grande Prairie reserves the right to close down any area of the Facility for safety and/ or maintenance (planned and emergency) private rentals, special events, bookings, programs, area maximums, or changes in facility schedules with little or no notice. No refunds, credits or extensions will be given as a result of these situations.

Memberships can be put on hold for a minimum of two (2) weeks to three (3) months, for the following reasons:

- Medical reasons: i.e surgery;
- Family Emergencies: i.e: death in the family; and
- Extended Holidays: i.e. traveling for a season.

At the time of putting a membership on hold, the member must provide a reactivation date.

Pass prices do not include access to registered programs, child care, private leased areas, etc.

The City may cancel for:

The City of Grande Prairie reserves the right to revoke any Membership(s) and/or privileges associated with the Membership(s) in the event of non-compliance with City of Grande Prairie facility rules, regulations, signage or directions, inappropriate/abusive behavior, or missed payments (if applicable). An email notification will be sent to confirm this change.

The "Non Sufficient Funds" (NSF) service charge fees are subject to change at any time without notification. Bylaw C-1395 outlines NFS service charges.

Prices and fees are due to change July 1<sup>st</sup> of each year. By Law C-1395 outlines prices and fees. Prices and fees for prepaid annual memberships will be held constant for the entirety of the term and adjusted upon renewal.

Student status must be shown prior to purchase and each renewal date in order to receive student rates. Failure to provide proof of status will result in the membership(s) being sold or renewed at the non-student rates.

## **Terms and Conditions *continued***

### **Personal Information**

The personal information collected is authorized under Section 33(c) of the *Freedom of Information and Protection of Privacy Act, R.S.A. 2000, c-F-25*, ("FOIP Act"), as amended from time to time. The information collected on this agreement is only for membership payment plan processing. Any questions in regards to the collection, use, disclosure or destruction of your personal information can be directed to the FOIP Coordinator for the City of Grande Prairie. If required, write an email to [CKCFinanceOffice@cityofgp.com](mailto:CKCFinanceOffice@cityofgp.com) or call to 780-357-8716.

### **Payment Method**

The treatment of each payment shall be the same as if the customer issued a cheque authorizing payment as indicated and to debit the amount specified to the customer account.

For an account where more than one person has to sign cheques, all depositors must sign this application. In the event of a change in the customer's bank account, it is the customers responsibility to immediately provide written notification to the City of Grande Prairie.

By signing the agreement, the customer assumes full responsibility for all members associated with their account.

*The City of Grande Prairie reserves the right to modify or incorporate new terms of use. Such additional terms or modifications will be effective immediately and posted on [cityofgp.com](http://cityofgp.com).*

## **Facility Policies and Procedures**

External training/coaching is strictly prohibited within or around the City of Grande Prairie. Public drop-in access intended for recreational use. Personal Trainers must be approved before coaching members at the City of Grande Prairie.

The City of Grande Prairie is not responsible for any lost, damaged or stolen property. Smoking is not permitted in the facility.

Liquor is only allowed in the facility during specifically licensed events.

Abide by all applicable law.