



FORTFRANCES
BOUNDLESS

MEMBERSHIP AND PROGRAMS POLICY
COMMUNITY SERVICES 2.15

POLICY

Created: 2019-05-01
Revised: 2024-03-06
Authorized: By-Law 04-24
Superseded:

1. PURPOSE

- (1) This policy will provide a framework for management to ensure the maximum equitable use of the Memorial Sports Centre programs, endeavouring to run as efficiently as possible.

2. POLICY STATEMENT

- (1) The Town of Fort Frances has developed several community based recreational facilities that provide positive leisure time programming opportunities to increase the quality of life for the community and its citizens. It is the intent to allow fair and equitable access to these programs and facilities to ensure that they are used to their maximum. The Town of Fort Frances is dedicated to barrier free sport recreation and leisure programs and services for its residents.

3. DEFINITIONS

“Membership” refers to a pre-purchased use of the facility (5-day, 10-day, 1-month, 3-month, 6-month and annual) which includes use of the weightroom, squash courts, pool, public and shinny skates, and select fitness classes.

“Programs” refers to scheduled opportunities for the community to engage in recreation, culture, and fitness activities. Activities include but are not limited to public swims, swim lessons, Children Day Camps, Shinny Hockey, Yoga, etc.

4. RESPONSIBILITY

- (1) Municipal Council is responsible for:
 - (a) The reviewing and final approval of the Membership and Programs Policy
- (2) The Recreation and Culture Manager is responsible for:
 - (a) Ensuring that the Membership and Programs Policy is implemented at the Memorial Sports Centre and Fort Frances Museum and Culture Centre
 - (b) Ensure that all department staff are aware of and are adhering to the policy.
- (3) The Community Services Receptionist/Secretary is responsible for:
 - (a) Processing membership interruptions, extensions, and/or cancellations
- (4) All department staff are responsible for:
 - (a) Reviewing the current policy

- (b) Ensuring the policy is being followed within all applicable interactions with the public as it relates to the policy.

5. GENERAL RULES

- (1) Memberships are not transferable.
- (2) Program registration will be made available online or in person a minimum of 10-days before the start of the program.
- (3) Pre-authorized debit is available for eligible members for Annual and 6-month memberships.
- (4) Management reserves the right to interrupt or extend membership services during periods of extended improvements to the facility with no fee adjustments.
- (5) Management reserves the right to cancel, interrupt or extend membership services for patrons that are no longer able to use the facility for reasons such as medical concerns, relocation, and/or other extenuating circumstances.
- (6) Management reserves the right to withdraw, postpone, cancel, combine, and/or limit registrations.
- (7) Class sizes are limited and are offered on a first-come first-served basis.
- (8) Age requirements must be followed for all programs and memberships.
- (9) A student over the age of 18 must provide an enrollment verification for the current and following year to get student membership fee.
- (10) Registration must be paid in full at time of booking a class/program.
- (11) The Pool Policy must be adhered to for any swims.
- (12) Children 5 years of age or older are required to use the change room designated for their gender. We offer a change room for adults with children of the opposite gender.
- (13) Patrons must be 13 years of age or older to use fitness areas unsupervised - proof of age will be required.
- (14) For the safety of the children and other users no children 12 years and under are allowed in the Weight Room.
- (15) Every attempt will be made to make accommodation for those with accessibility needs.

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- (16) Dedicated personal support workers will be allowed access to the facility and programs at no charge when assisting clients.
- (17) The Recreation and Culture Manager can waive daily drop-in fees for patrons. Daily-drop-in fees that are waived will be tracked in the ActiveNet software using a coupon code. A report will be presented to Council, on an annual basis, to demonstrate the impact this program has on the budget.
 - (a) Fees may be waived for circumstances that include but are not limited to:
 - (i) Marketing efforts to promote facilities and programs.
 - (ii) New member trial use of facility and programs.
 - (iii) Customer service do over.

6. CANCELLATION

6.1. PROGRAMS

- (1) Cancellation of registered programs (Swim Lessons, Camps, Courses, etc.) will be granted up to 2 business days prior to the program starting with a \$10 administration charge.
 - (a) Refunds will be processed according to the process outlined in Appendix A
- (2) After a program commences, refunds will only be permitted for medical reasons (Certified medical professional note required). There will be a \$10 administration fee and any refund will be pro-rated for classes held. Requests of this type must be made within 1 week of injury and submitted to the Community Services Receptionist/Secretary for processing.
 - (a) Refunds will be processed according to the process outlined in Appendix A

6.2. MEMBERSHIPS

- (1) Cancellation of Memberships prior to the end of the chosen term will be charged a \$10 administration charge and the fee will revert to the monthly membership rate.
- (2) For those holding an active 3-month, 6-month, or Annual Membership, a membership may be put on hold for up to 3 months with a certified medical professional note provided. Only one extension or suspension adjustment will be allowed per membership term.
- (3) Memberships that have expired will not be considered for adjustment.
- (4) Membership adjustments must not be less than 1 month.

7. REVIEW

- (1) This policy should be reviewed every 5 years or as changes are required.

APPENDIX A – REFUND POLICY PROCEDURE

1. Purpose

The purpose of this procedure is to ensure that refunds are processed in a way that is consistent with Treasury requirements for tracking payments.

2. Responsibilities

- a. At the Memorial Sports Centre, refunds may be processed by:
 - i. Recreation and Culture Manager
 - ii. Recreation and Aquatics Supervisor
 - iii. Community Services Receptionist/Secretary
 - iv. Customer Service Associates
- b. At the Fort Frances Museum and Culture Centre, refunds may be processed by:
 - i. Recreation and Culture Manager
 - ii. Museum Curator
 - iii. Programs and Events Coordinator

3. Procedure

- a. Refunds will be processed in the way that the initial payment was received.
- b. Refunds will be processed through ActiveNet.
- c. Once a refund has been completed:
 - i. Three (3) copies of the transaction receipt will be printed.
 - ii. All three (3) copies require the signature of
 - 1. The customer receiving the refund.
 - 2. The staff member completing the refund.
 - 3. The Recreation and Culture Manager

- iii. One (1) copy of the refund documentation will stay with the customer.
- iv. One (1) copy of the refund documentation will be included in the daily deposit paperwork submitted to the Treasury.
- v. One (1) copy of refund documentation will be filed with the daily deposit paperwork stored at the facility in which the refund was approved.