



REPORT

TO: Mayor Caul & Council
FROM: Jason Kabel, Community Services Division Manager
DATE: May 31, 2019
RE: **Membership & Programs Policy – NEW POLICY**

Preamble

The Community Services Division is proposing a new Membership & Programs Policy that will help define operations for patrons and ensure consistent approach for staff.

Please find attached.

Recommendation

The Community Services Executive Committee recommends adopting the new Membership and Programs Policy as attached.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel".

Jason Kabel

<p>Council approval of this report will endorse a new policy for Memberships and Programs at Memorial Sports Centre as attached.</p>

THE TOWN OF FORT FRANCES

Section: Community Services

Policy: Membership and Programs

Creation Date: MAY 2019

Review Date: JUNE 2020

Resolution Number:

Supersedes Resolution:

Policy Number: 2.15

1. GENERAL STATEMENT

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.

2. PURPOSE

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

3. GENERAL RULES

- a) Memberships are not transferable.
- b) Program registration will first be done online for a minimum of ten days prior to in-person registration.
- c) Pre-authorized debit is available for eligible members for Annual and 6-month memberships only.
- d) Management reserves the right to interrupt services for improvements to the facility with no fee adjustments.
- e) Management reserves the right to withdraw, postpone, cancel or combine, and limit registrations.
- f) Class sizes are limited and are offered on a first-come first-served basis.
- g) Age requirements must be followed for all programs and memberships.
- h) A student over the age of 18 must provide an enrollment verification for the current and following year to get student membership fee.
- i) Registration must be paid in full at time of booking a class.
- j) The Pool Policy must be adhered to for any swims.

- k) 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. Please ask at the Front Desk.
- l) Must be 13 years of age or older to use fitness areas unsupervised - proof of age will be required.
- m) For the safety of the children and other users no children 12 years and under are allowed in the Weight Room.
- n) Every attempt will be made to make accommodation for those with special needs.
- o) Dedicated personal support workers will be allowed access to the facility and programs at no charge when assisting clients.
- p) For patrons who need financial assistance to attend programs, they must demonstrate that they have pursued funding through other assistance programs such as KidSport, JumpStart, and any other available funding source. To apply for assistance, a letter indicating rationale for need, previous year's T4 slip, and last 2 pay stubs must be submitted to the Program Director or Manager of Community Services who will advance the request to the Community Services Executive Committee.

4. CANCELLATION

Programs

- a) Cancellation of registered programs (Swim Lessons, Camps, Courses, etc.) will be granted 5 days prior to the program starting with a \$10 administration charge.
- b) 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 pro-rated for classes held. Requests of this type must be made within 1 week of injury.

Memberships

- a) 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.
- b) 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.
- c) Memberships that have expired will not be considered for adjustment.
- d) Membership adjustments must not be less than 1 month.