



REPORT

TO: Mayor Caul & Council

FROM: Jason Kabel, Community Services Division Manager

DATE: March 25, 2019

RE: Pool Closure for Members

Preface

The Memorial Sports Centre (MSC) staff has planned to close the pool for the months of July and August for maintenance to be performed to the facility. This has resulted in a number of members asking for consideration for their memberships.

The following is well published by the facility, 'Management reserves the right to interrupt service for improvements to the facility with no fee alterations to memberships.'

For a longer duration shutdown of two months (9 weeks) this summer it would mean that an annual member who uses the pool exclusively would not have access for almost 17% of their membership. The Memorial Sports Centre staff feels that a suspension of membership to pool users for the length of time for the shutdown would be a fair and appropriate consideration of their membership. A membership suspension would mean that they cannot scan into the facility with their membership card until the end of the shutdown, thereby extending their membership for the period of time of the closure. An email would be sent to all members letting them know that they must request the suspension prior to the commencement of the maintenance shutdown. It is estimated that there would be 40-50 members who may request the suspension of membership benefits for the pool maintenance shutdown.

Members will receive an email notification of the summer shutdown and the option to potentially suspend (freeze) their membership for July & August. Those members choosing to do so will not be allowed to scan into the facility during the shutdown.

Recommendation

The Community Services Executive Committee Recommends, without precedent, that memberships may be suspended by users for the scheduled pool shut down in 2019 (July & August) upon request to do so by individual members.

Respectfully Submitted,

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

Jason Kabel

Council approval of this report will authorize, without precedent, that MSC memberships may be suspended by users for the scheduled pool shut down in 2019 (July & August) upon request to do so by individual members.