Okotoks Recreation Centre

Terms and Conditions of Use

By purchasing a Town of Okotoks All Facility Pass or Passes, I agree that I have read the Terms and Conditions included below and agree to be bound by them.

All Facility Passes include drop in access to the fitness centre, the aquatic centre, gymnasium and arenas. Pass prices do not include registered programs, kindercare, concession, private leased areas and/or special events. Facility policies regarding age minimums are in effect. Please see Customer Experience or visit okotoks.ca for more information.

Facility Access / Schedules / Closures

Use of the facility is subject to availability. The Okotoks Recreation Centre has planned emergency maintenance periods every year which extend for varying periods of time depending on work to be done. Reduced schedules and activities may occur in some areas while others are closed completely. The shutdowns are built into the price of the All Facility Pass, and no refunds or extensions will be given. Upcoming shutdown details will be advertised and posted in advance to minimize the impact of your enjoyment of the facility, however, changes may occur with little or no notice. Reasons the facilities may not be available include private rentals, special events, bookings, programs, area maximum capacity, facility maintenance, changes to facility schedules, or unforeseen circumstances.

General

- A valid email address is required. A link to the Terms and Conditions of Use will be provided via email and is available on okotoks.ca.
- For admission, membership, and pass validation purposes, a clear photo of each participant must be maintained on their customer record. All participants aged 8 years and older must provide valid government-issued or approved identification upon request.
- It is the responsibility of the participant to notify Customer Experience staff of any changes to their personal data.
- Customers are required to check in at Customer Experience on each visit.
- All Facility Pass cards must be presented at the time of admission. Passes can be digitally displayed on customer's electronic devices. Loss or theft of a pass card should be reported to Customer Experience.
- Replacement All Facility Pass cards will be issued for a fee.

- All Facility Passes may not be transferred to another person.

The Town of Okotoks reserves the right to revoke any All Facility Passes and/or privileges associated with the All Facility Pass in the event of non-compliance with facility rules and regulations or breach of Code of Conduct.

Town of Okotoks – Code of Conduct

The Town of Okotoks wants to ensure that your visit to any Okotoks facility is an enjoyable experience. The Town of Okotoks has a Code of Conduct whereby all customers are expected to behave in an appropriate manner be respectful of each other, our staff and our facilities.

There will be zero tolerance of inappropriate behaviours, which include:

- Offensive language
- Unsafe actions
- Loitering
- Damage / vandalism / theft / littering
- Disregarding facility rules and guidelines
- Being under the influence of drugs / alcohol
- Fighting / bullying / harassment

Failure to comply with the Code of Conduct could result in being issued a trespass notice for all Town of Okotoks facilities.

Risk

It is a condition of participation in any recreational activity at the Town of Okotoks that the participant does so at their sole risk. The Town of Okotoks, its agents and employees are not liable in the case of property loss, damage, personal injury or ambulance/health care services/ or any other costs resulting from or in connection with such participation.

Fitness Centre

- All weight room etiquette guidelines must be followed.
- Children in the weightroom aged 6-11 years must be directly supervised by an adult.

Continuous All Facility Pass – Town of Okotoks

Continuous All Facility Passes are effective from date of purchase; they cannot be effective to start on a future date.
By purchasing a Continuous All Facility Pass, you agree to a minimum 3-month commitment and authorize The Town of Okotoks to debit the credit card or banking information you have designated for the monthly payment plan payable to The Town of Okotoks on the first business day of each month. A Payment Authorization Form must be completed and submitted.

e.g. for All Facility Passes purchased January 1st – 31st, the initial payment is prorated for the remaining days in January. The first scheduled monthly payment will be the first business day in February. Future payments will be on the first business day of each month thereafter.

Continuous All Facility Passes automatically continue from month to month (year to year) until customer submits a Facility Pass Withdrawal Form. Please see cancellation information below.

- A minimum $30.00 fee will be charged for all "Not Sufficient Funds" (NSF), declined payment charges, or any other reason for a non-payment. The NSF must be paid prior to a new month pass being purchased.
- It is the responsibility of the participant to notify Customer Experience of any changes to credit card account or banking information by submitting a Payment Authorization Form. This information must be received no later than the 15th of the month prior to the next scheduled payment to facilitate the necessary changes. Changes to pass payment information (i.e. credit card) will be effective the first day of the next month in which notice was received.
- Upon reaching a new age category, customers will automatically be moved into that category and the monthly fees will be adjusted accordingly
- Cancellation requests must be submitted through the Facility Pass Withdrawal Form on or before the 15th of the month and will be effective on the 1st of the month. There is no refund of the initial payment if pass is cancelled within the same month of purchase.
- Customers will be notified with rates and fees changes. Information will be posted on our website (okotoks.ca) or displayed on monitors at our sites in the month prior to such fee changes.

Promotional, 1-Month, Annual and 10x All Facility Passes – Town of Okotoks

Promotional, 1-Month, Annual and 10x All Facility Passes must be paid in full at time of purchase

Promotional, 1-Month and 10x All Facility Passes cannot be cancelled or refunded

Annual All Facility Passes, may be considered for cancellation and / or refund pending medical or relocation reasons and offered at a prorated fee. A medical note or documentation providing proof of relocation only and Facility Pass Withdrawal Form must be completed to request the cancellation.

Annual All Facility Passes can be suspended once in the duration of the pass for up to a maximum of 90 days for any reason prior to pass expiring and a Facility Pass Withdrawal Form must be completed to request the suspension.

10x All Facility Passes expire 2 years from the date of purchase and cannot be cancelled or refunded. 10x All Facility Passes can be shared with another customer in the same age group, as directed by the pass holder.