# Membership Fine Print

North Huron Wescast Community Complex (NHWCC), 99 Kerr Drive, Wingham, Ontario

## Admittance Policy

### Aquatic Centre

* Membership pertinent details – when can kids come to a program alone (lane swim or AF?) vs rec swims? dress code?

### Fitness Centre

#### Age Restrictions

* All users aged 18 and under must have an *Informed Consent Form* signed by parent/guardian before working out
* Students must be 14 years old to use the fitness centre alone
* Ages 10-13 are permitted; must be directly supervised by a parent
* Infants who are confined to a car seat are permitted

#### Dress Code

* All users must be in proper athletic attire.
* This includes shirt, pants/shorts, and clean, dry, closed-toed, athletic shoes.

## Aquatic Centre Shutdown

* The pool may perform an annual shutdown of up to 2 ½ weeks for repairs and maintenance (normally in September) and memberships will not be extended until the shutdown surpasses this time span.
* During Aquatic Centre shutdowns aquatic members are welcome to use the fitness areas or courts at no additional cost

## Membership Descriptions

### Family Membership

* The family membership recognizes all types of families
* Membership include:
	+ Adults – maximum of 2 (may be of any relation)
	+ Children – must be under 18, a full-time student under 25, or a legal dependent (includes dependents with special needs, foster children or exchange students)
* All members must share a residence

### Senior Membership

* Senior membership rates are for those aged 55 or older.

### Spousal Membership

* All relationships are recognized
* Members include:
	+ Maximum of 2 members (may be adults or children of any relation)
* Members must share a residence

### Student Membership

* Student membership rates are for those aged 18 or younger or full-time students under 25.
* Proof of student status may be required

## Health Screening

* All members must complete the Canadian Society of Exercise Physiology (CSEP) Get Active Questionnaire with each new membership purchase.
* Clients should request to update the form with any change in health status
* Discuss plans to participate in exercise with your doctor or health care provider prior to starting any new program

## Membership Cancellation

### General Policy

* Cancellation notice must be in writing (email or in person)
* Cancellations will not be granted retroactively. No special consideration will be made based on lack of usage of membership or financial situation.

### Ongoing Pre-Authorized Monthly Membership

* May only be cancelled for month end.
* 2 weeks’ notice of intent to cancel must be given. A stop payment through a bank is not sufficient to terminate membership fees.
* Cancellation fees are waived after first year of membership

### Paid Upfront Memberships

* Only 1-year memberships can be cancelled. 1-month or 3-month memberships are not eligible for refund
* Refund amount will be prorated based on date of notice of cancellation
* Refunds will be in the form of cheque and take 3-6 weeks for processing

### Cancellation Fee

* During the first 12 months of membership
	+ Regular Membership - $30
	+ Family Membership - $100 (if Rec Bucks program is used)

### Medical Cancellation Fee

* No charge

## Membership Holds

### General Policy

* Holds must be a minimum of 1 month
* Notice of hold must be in writing (email or in person)
* Holds will not be granted retroactively. No special consideration will be made based on lack of usage of membership or financial situation.

### Ongoing Pre-Authorized Monthly Membership

* Holds must be in whole month increments and begin on the first day of the month
* 2 weeks’ notice of intent to hold must be given prior to next payment
* One-time fee per hold period - $15

### Paid Upfront Memberships

* Only 1-year memberships can be extended. 1 and 3-month memberships are not eligible for holds.
* 1-Year memberships - no charge

### Medical Hold Fee

* No charge

## Membership Transfer

* Members may transfer to a different membership type at any time with no administrative fee
* Refunds/credits or charges may be incurred depending on type of transfer

## Non-sufficient Funds (NSF)/Administrative Fee

* Payments returned as NSF or invalid account will be subject to a finance charge of $25

## Ongoing Pre-Authorized Monthly Membership

### General Information

* Ongoing pre-authorized monthly memberships may only be paid via automatic withdrawal from a bank account. Credit cards are not accepted.
* Membership fees are withdrawn on the first business day of the month
* Ongoing pre-authorized monthly membership withdrawals will continue until written notice of cancellation is received
* Members are asked to produce a void cheque or a pre-authorization form, and sign a contract, when registering for this membership type
* 2 weeks’ notice of intent to change banking information or cancel or hold a membership must be given prior to next payment.
* Clients will be notified prior to any increase in fees. Increases will be posted in the NHWCC.

### Unavailable Funds

* You must ensure fees are available for full payment of withdrawal.
* Failure to do so will result in an NSF/Administrative charge.
* The return of a pre-authorized payment will result in immediate freezing of membership and a complete cancellation if membership and fees are not paid before next payment withdrawal.
* All outstanding fees will remain on membership accounts until outstanding balances are paid in full.
* Multiple instances of insufficient funds may result in cancellation of pre-authorized payment privileges and/or cancellation of membership
* Unpaid fees left on the account will result in the inability to do other business with the North Huron Recreation Department (i.e. swimming lessons, day camps, etc.). Unpaid fees will be sent to collection and North Huron residents may have fees attached to tax and water bills.
* An administrative fee will be incurred if a withdrawal is taken from an inactive account.