



### Member Communication

Communications primarily are sent by email through our Xplor Recreation system. Please be sure to check all inboxes including Junk and Spam folders. In person, social media, website and signage are also used in communication distribution.

### Changes to Account

The Town of Newmarket requires the most up to date personal account information, therefore, the Member/Client is responsible to maintain in Xplor registration software, any change to email address, mailing address, contact information, health (including pregnancy) or payment information, etc.

### Membership and Personal Training Session Cards

Membership cards are non-refundable and non-transferable. For all lost, stolen or damaged cards, a \$5.00 replacement fee will apply. Cards must be presented at each visit. All participants will be required to scan their membership card/ key chain tag at the Fitness Centre Front Desk to gain access to the Fitness Centre and at the Customer Service Kiosks for access to any group/ aqua fitness classes, gymnasium, swimming, skating, track and gymnasium.

### Fitness Centre Access

**Person(s) 16 years of age and older** are permitted with valid membership to access the Fitness Centre.

**Fitness Centre Access for YOUTH (ages 13-15)** - Youth between the ages of 13 to 15 must register, participate in and successfully complete the Teen Fitness Centre Orientation course in order to use the Fitness Centre. A valid membership is required to access the Fitness Centre.

**No person(s) under the age of 13 shall be permitted to access the Fitness Centre.**

### Drop-In Programs (Included in Fitness Centre Membership)

Check-in is required at the Customer Service Kiosks. Regular admission standards and processes apply.

### Guests

Guest privileges are available and subject to a guest policy and payment of guest fee's (Day Pass). All guests must purchase a Fitness Centre Day Pass. Purchases can be made directly online in Xplor or pay at the Town of Newmarket's Customer Service Kiosk or Fitness Centre directly.

### Reservation of Rights

The Town of Newmarket reserves the right to change the hours of operation, add, modify and/or eliminate any program, equipment, activity or class of service. Best efforts to maintain the existing services and facilities will be used.

### Registered Programs

A Fitness Membership does not entitle you to free participation in any pre-registered recreation programs.



### Maintenance Closures

The Town of Newmarket reserves the right to close any fitness amenity locations (i.e. Fitness Centre/ Studio/ Track, Ice, Gymnasium, etc.) for maintenance, holidays and special events. **No refunds will be issued for closures.**

### Rules and Regulations

Town of Newmarket Rules may be posted within each facility location and subject to change without notice. The Rules and regulations are for your safety and protection and shall be complied with at all times. We reserve the right to suspend or revoke any fitness Client/Membership, without refund, if you or your guest a.) Fail to follow Town of Newmarket rules b.) Cause a nuisance or disturbance, c.) Commit any illegal or immoral acts d.) If we identify your action(s) may endanger yourself or others or e.) Failure to follow the Fitness Centre Terms and Conditions

### Footwear

Indoor shoes (not to be worn outside) are required for access to the Fitness Centre, Fitness Studio and Track. Proper indoor shoes must be closed toed. No sandals are permitted.

### Lost or Stolen Items

The Town of Newmarket does not accept responsibility for lost or stolen items. Please lock up all valuables or leave them at home.

### Mobile Phones, Cameras and Other Recording Devices

Photos/videos in change rooms and or washrooms are strictly prohibited. The Pool viewing gallery is strictly prohibited unless prior approval by the Fitness Recreational Programmer is obtained.

### PAR-Q Form

You acknowledge on behalf of yourself and all household family Clients set out that a PAR-Q questionnaire(s) have been read, understood, completed and that any questions have been satisfactorily answered. The full questionnaire can be found online at [www.csep.ca](http://www.csep.ca)

If “Yes” was answered to one or more of the questions, talk with your doctor by phone or in person BEFORE you start becoming more physical. Tell your doctor about the PAR-Q and which questions you answered YES.

**Participants Ages 69+ years** – If you are over 69 years of age, and you are not used to being very active, check with your doctor.

**PARmed-X For Pregnancy** – Required to be completed by health care provider if a Member or Guest is pregnant to ensure participant is fit for Physical Activity.

### Fitness Membership Fees

Town of Newmarket Fitness Membership Fees are subject to change upon approval from Council. Members will receive 60 days’ notice of any fee changes.



### **Fitness Membership Administrative Fee**

An administrative fee of \$10.00 plus HST will be applied for each request to process a Hold or Cancellation of a Fitness Membership and/ or refund for any Personal Training session package. The administrative fee is applied by a Fitness Staff prior to processing the request of a hold or cancellation. Receipt of the charge can be found under the Transactions tab in your Xplor account.

### **Fitness Membership Automatic Renewals**

This agreement WILL automatically renew monthly unless THE MEMBER provides ten (10) business days' notice by completing the Town of Newmarket's Hold/ Cancellation form of its intention to end the Fitness Membership before the expiration of the agreement, with the exception of the Student Membership with a one (1) year term.

### **Fitness Membership and Personal Training Payments**

The Member/ Client named in this agreement agrees to pay all amounts as set out in the payment schedule, regardless of whether or not the Member/ Client elects to use all of the membership amenities and/or personal training sessions to which they are entitled to under the agreement. All payments made towards the Fitness Membership and/or Personal Training sessions are based on the ability of Newmarket Fitness to provide such services to the Member/Client, and are not based on the actual use of the Member/Client.

### **Non-Sufficient Funds (NSF) or Non Payment of the Fitness Membership and Personal Training Fees**

Declined/NSF payments will be charged an NSF Administration fee of \$50.75. Any outstanding balances will be frozen and will require payment within 10 business days. If no payment is received, the account will automatically be forwarded to the Town's Collection Agency and an additional Collections fee will be added to the outstanding balance at the time of default. The repayment must be paid by cash, debit, credit card or certified cheque and can be made online on our Xplor registration software, in person or over the phone. Participation in any Town of Newmarket Recreation programs (includes Personal Training sessions and Fitness Memberships will be suspended until payment is received. The Town of Newmarket reserves the right to terminate Client/Membership privileges, without refund, for an account overdue more than 30 days.

### **Fitness Membership Holds**

Fitness Memberships may be suspended to a minimum of one (1) month and maximum of four (4) months consecutively. Requests of membership holds require a minimum ten (10) business days' notice and must be submitted through the Xplor registration software's Hold/Cancellation/Transfer form under "Manage My Membership". Upon approval of your request, your next scheduled payment will be considered your last payment until your scheduled return date of your hold. Approvals on holds will only be made with a zero account balance. Extensions for medical reasons will be determined at the discretion of the Fitness Recreation Programmer. A \$10 administrative charge will be charged for each hold request.



### **Fitness Membership Transfers**

Fitness Memberships may be transferred to different Membership types. Example: Transferring from an Adult Fitness Membership to a Household Fitness Membership. Requests for Membership Transfers must be submitted through the Xplor registration software's Hold/Cancellation/Transfer form under "Manage My Membership" with a minimum of 10-business days' notice. Transfers will only be made with a zero account balance.

### **Fitness Membership Cancellation Policy**

Membership Cancellations require a minimum of ten (10) business days' notice and must be submitted through the Xplor registration software's Hold/Cancellation/Transfer form under "Manage My Membership". Upon receipt of your Cancellation notice, your next scheduled payment will be considered your final payment. A \$10 administrative charge will be applied upon cancellation.

### **Personal Training Session Cancellation**

In the event that the Client(s) fail to attend a scheduled training session, the Client will be charged in full for the missed session as if the Client did in fact attend. Sessions may be cancelled and rebooked; provided the Newmarket Fitness Centre Trainer is given a minimum of twenty four (24) hours' notice of the scheduled appointment time.

### **Personal Training Session Late Arrival**

The above cancellation policy applies to sessions where the Client arrives more than fifteen (15) minutes late. The Client will lose their session and pay in full as if the Client did in fact attend. A phone call is required to provide notice to the Trainer of being late at least sixty (60) minutes prior to the scheduled session. Clients will not be able to make up the time lost.

### **Personal Training Refund Requests**

Refund requests must be submitted through the Xplor registration software's Program Cancellation form located under "Manage My Programs". A \$10 administrative charge will be applied and your session package prorated and refunded accordingly. Approvals to refund requests will only be made with a zero account balance.

### **Personal Training Session Availability/ Scheduling**

Clients are assigned to Trainers based on Trainer/Client availability, Client needs, etc. while adhering to the preferences of the Trainers for Clients as well as the preferences of Clients for Trainers. Clients may transfer from one Personal Trainer to another with no penalty. Trainers are subject to change without notice.

### **First Personal Training Session/ Consultation**

All required documentation must be submitted prior to the Client's first session. A required mobility assessment and resting blood pressure/ heart rate will be taken prior to training (new clients only). **The Personal Trainer does have the right to suspend or cancel a scheduled training session should the Trainer feel it is unsafe for the client to proceed.**



## Fitness Centre Membership and Personal Training

### Terms & Conditions

Terms and conditions are subject to change



#### **Trainer/Client Communication and Relationship**

All verbal and written communication must be handled in a professional manner by both the Personal Trainer and Client. Communication via Facebook and Twitter are considered against corporate policies and procedures. Both the Personal Trainer and Client will display appropriate behavior at all times, refraining from discussion, behavior or actions that would be considered unprofessional, inappropriate (e.g. harassment) or uncomfortable. Clients are encouraged and expected to provide Personal Trainers with feedback before, during and after sessions. If a problem arises, or the Client has questions or concerns about anything, the Client will directly communicate these to the Personal Trainer first and then proceed in communicating to the Fitness Recreational Programmer.

#### **Non-Staff Personal Training**

Newmarket Fitness prohibits any group or individual outside of Town of Newmarket Fitness staff from delivering Personal Training to participants, members or clients in Town of Newmarket facilities.

#### **Public Relations**

Members/ Clients are encouraged to make suggestions and register any complaints or problems they may have. Please contact Anne Sugar, Town of Newmarket Fitness Recreational Programmer, by email at [asugar@newmarket.ca](mailto:asugar@newmarket.ca) or phone 905-953-5300 ext. 2703