



Community Services – MEMBER Policies, Terms & Conditions

Changes to Account

The Town of Ingersoll Community Services must be notified **as soon as possible** of any changes to **mailing address, email address, contact information, health information, or payment details**.

Membership Cards

Membership cards are **non-refundable, non-transferable, and cannot be exchanged for cash**. A **\$2.50 replacement fee** will apply to lost, stolen, or damaged cards. Cards **must be presented upon each visit**.

Fitness Centre Access

Individuals aged **14 and older** are permitted access to the Fitness Centre. Children aged **11 and under** are **not permitted**.

Youth aged **12 to 13** must complete and pass a **Pre-Teen Orientation** with a Personal Trainer before using the Fitness Centre. In addition, they must be **accompanied and actively supervised** by someone aged **14 or older** at all times while in the facility.

Group Fitness Class Drop-ins (Land Fitness and Aqua Fitness)

Open to individuals **14 years of age and older**.

For **dry land group fitness classes**, participants aged **12 and 13** are permitted **but must be accompanied by a guardian who is at least 14 years old** at all times.

For **aquatic group fitness classes**, participants must be **14 years of age or older**.

All participants must check in at the Front Desk. Class schedules are subject to change based on attendance. Participation is available on a **first-come, first-served basis**, and capacity limits apply. Some classes may require pre-registration—please refer to the current class schedule for details.

Trial Memberships

Members are welcome to introduce a guest to our facilities through a **complimentary one-day trial membership**. Trial memberships are valid for **one day only** and provide access to **drop-in fitness, recreational programs** (such as **Open Swim**), and the **Fitness Centre**.

Please note that trial memberships **do not include additional membership benefits**, such as discounts or early registration privileges.

Reservation of Rights

The Town of Ingersoll and the Ingersoll Community Services Department reserve the right to modify operating hours and make changes to programs, equipment, activities, or services. We are committed to making reasonable efforts to maintain the services and facilities outlined in this Agreement.

Maintenance Closures

The Town of Ingersoll and the Community Services Department reserve the right to temporarily close specific facilities or areas—such as the Fitness Centre, pool, or multi-purpose room—for maintenance.



Rules and Regulations

The rules of the **Town of Ingersoll and the Ingersoll Community Services Department** may be posted at each facility location and are subject to periodic updates. These rules are in place to ensure the safety and enjoyment of all members and patrons and must be followed at all times.

We reserve the right to **suspend or terminate** the membership of any patron or visitor, **without refund**, under the following circumstances:

- a) Failure to comply with posted rules
- b) Causing a disturbance or nuisance
- c) Engaging in illegal or inappropriate behavior
- d) Actions deemed to endanger oneself or others
- e) Non-compliance with the Fitness Centre's Terms and Conditions

Footwear

Access to the Fitness Centre is permitted **with clean indoor footwear only. Outdoor shoes are strictly prohibited.** Individuals not wearing appropriate footwear will be asked to leave and may return once properly equipped.

Dress Code

Patrons are required to wear appropriate workout attire at all times while using our facility. For the consideration of all, clothing must be clean, tidy, and free of offensive prints or designs. Any violations of this policy may result in removal from the facility until appropriate clothing is worn.

Lost or Stolen Items

The Town of Ingersoll and the Ingersoll Community Services Department **are not responsible** for lost or stolen belongings. Patrons are encouraged to secure valuables in the **lockers provided in the change rooms** or leave them safely at home.

Backpacks and knapsacks are not permitted in the **Fitness Centre or Fitness Studio** at any time.

Mobile Phones, Cameras, and Other Recording Devices

To protect personal privacy, the use of **cameras or recording devices of any kind** is strictly prohibited within our facility. We appreciate your cooperation in upholding these guidelines and helping to maintain a safe and respectful environment for all.

Scent-Free Policy

The Town of Ingersoll is committed to maintaining a **scent-safe environment** to address health concerns related to scented products. This policy applies to **both employees and visitors** at all Ingersoll Community Services locations.

Please **refrain from using or wearing scented products** while in any Community Services facility.

Non-Sufficient Funds (NSF)

A **\$35.00 fee** will be applied to any **declined or NSF payments**. Repayment must be made by **cash, debit,**



or **certified cheque**. Participation in any Ingersoll Community Services Department programs or activities may be **suspended until payment is received**.

Additionally, the Ingersoll Community Services Department reserves the right to **revoke patron or membership privileges—without reimbursement—for accounts overdue by more than 30 days**.

Cancellation Policy – 1-Month Memberships

One-month memberships are **non-refundable, non-transferable, and not eligible for credit**.

Cancellations are not permitted.

Upon purchase, patrons will receive access to the facility for **one full month**, beginning on the **date of purchase**. This policy is **non-negotiable**.

Cancellation Policy - Auto-Renewing Memberships:

Auto-Renewal Memberships

1. For auto-renewing memberships, patrons must provide **20 days' written notice** to request a cancellation. To initiate the cancellation process, the patron must complete **Section A** of the cancellation form. **Section B** is to be completed by Reception staff. Both the patron and the staff member handling the request must sign the form.
2. Once the form is approved by the **Administration and Patron Services Supervisor**, the **Front Desk Administrator** will process the cancellation. Upon confirmation, the patron will receive an email outlining the **final day of facility access**.

A 20-day written notice is required to initiate the auto-renew membership cancellation process. The Cancellation/Change Form is available upon request from our front desk team. Confirmation of the cancellation, along with the patron's last date of facility access, will be emailed once the request has been processed.

Program Registration Refund Policy

Cancelling **before** a session starts entitles patrons to a refund minus a \$20 administrative fee, or the full amount paid can be retained as a credit on the client's account for future programming.

Cancelling **after** a session has started (defined as missing one or more classes) entitles the client to a credit on account, minus the cost of any services provided or classes attended.

Program Registration Transfer Policy

Patrons may request to transfer between courses. We will make every effort to accommodate transfer requests based on course availability, prerequisite requirements, and instructor availability.

If the new course has a higher fee than the original, the price difference must be paid prior to participation. If the new course is less expensive, the remaining balance will be credited to the patron's account for future programming.



Financial Assistance

The Town of Ingersoll is committed to ensuring that programs and memberships are financially accessible to all members of our community. We will make every effort to support individuals who wish to participate but are unable—though not unwilling—to pay full fees.

To apply for financial assistance, please visit the Victoria Park Community Centre.

RZone Policy

The RZone is a policy that promotes respectful and responsible behavior in all Town of Ingersoll Community Services Department facilities, parks, and programs. It requires all visitors and participants to contribute to a safe and positive environment for everyone.

The policy outlines consequences for inappropriate behavior at municipally owned facilities, on municipal property, during municipally sponsored events or programs, and in all forms of communication—including written, verbal, electronic, and telephone—where municipal staff are present.

It is understood that not all types of behavior can be listed. Each incident will be reviewed based on the available information, and the outlined consequences may be adjusted to reflect the nature and severity of the conduct. More serious or repeated violations may result in escalated consequences.

For more information, please contact 519-425-1181.

Refunds will not be issued by the Community Services Department or any affiliated user groups to individuals or groups found to be in violation of this policy.