



Town of Whitby Policy

Policy Title:	Health Club Memberships at the Whitby Civic Recreation Complex
Policy Number:	OPS 170
Reference:	Council Resolution #320-08
Date Originated:	December 8, 2008
Date Revised:	Not applicable
Review Date:	As required
Approval:	Council
Point of Contact:	Sr. Manager, Recreation

Policy Statement

The Fitness Division of the Community Services Department offers Health Club Memberships as a service to clients in order to assist them in maintaining a healthy lifestyle. This policy outlines the privileges of membership and the rights of the Town and clients in relation to the Health Club.

Purpose

The purpose of this policy is to outline the privileges of membership and the rights and responsibilities of the Town of Whitby and the Health Club members of the Whitby Civic Recreation Complex.

Scope

This policy applies to all Health Club members at the Whitby Civic Recreation Complex.

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1 Health Club Membership

1.1 Health Club members are given full use of the Health Club and its change rooms during operational hours (unless a non-prime membership is purchased) and use of the swimming pool during public swimming hours, including use of the Anne Ottenbrite Pool during public swimming hours.

- Memberships are non-transferable and do not imply any other privileges other than those outlined in the membership brochure.
- The Town reserves the right to close the Health Club and pool for maintenance and emergency purposes. The operating hours and program offerings are subject to change. In the event of changes or closures, notice will be posted two weeks in advance with the exception of an emergency situation.
- Membership rates will be approved by Council and reviewed annually with any increases to be implemented April 1 of each year. Special seasonal promotions may be approved at the Manager of Recreation's discretion subject to prior notification being provided to Council.
- The Town reserves the right to reject or cancel a membership and issue a pro-rated refund minus an administration fee.
- All membership categories and criteria will be approved by Council.
- All members must complete and meet the criteria of the physical activity readiness questionnaire (PAR-Q) prior to being approved to join the Health Club. If the criteria of the PAR-Q are not met, a doctor's note of approval is required.
- Health Club memberships are to be limited to persons fourteen (14) years of age and older, with the exception of special programming.
- Applicants must provide identification at sign up and specific identification must be provided to be eligible for reduced rate memberships.
- All membership applications will have a seven (7) day period in which to cancel the membership for a full refund. After seven (7) days, an administration fee will be applied to all cancellations and a pro-rated refund will be provided.
- Membership holds will be approved once per membership term for annual members only. Holds may be a minimum of one (1) month and a maximum of six (6) months. An administration fee is applied to process a membership hold.
- Members may sponsor guest members. Guests must be accompanied by a member and are provided the same privileges as a Health Club member during their visit. All guests must complete and meet the criteria of the physical activity readiness questionnaire (PAR-Q). If the criteria of the PAR-Q are not met, the guest will be denied access.

2 Responsibilities

- 2.1** It is the responsibility of the Supervisor of Fitness Services to make members aware of this policy, ensure staff implementation and to review/update this policy, subject to Council approval.

This Policy is hereby approved by Council Resolution #320-08 on this 8th day of December, 2008.