

Thank you for purchasing a membership with the City of Lloydminster Recreation and Culture Department.

Membership Agreement

Below are the Terms and Conditions of your membership:

- 10x passes have an expiry date of 2 years from the date of purchase.
- Memberships may receive a pro-rated Refund and are subject to a \$75 cancellation fee. The City may allow Customers to put their Refunds on credit to be used for other services should they wish. Credits will expire within two (2) years of issue. Recurring members, please refer to your PAD agreement for cancellation and refund information.
- A temporary Hold may be issued for a Membership if a customer cannot attend for longer than seven (7) calendar days, up to no longer than sixty (60) calendar days, per membership purchase. The Customer shall provide the details of the hold, including the start date and end date to Administration in writing prior to the beginning of the Hold. The expiration date of the Membership shall be extended the number of days the Hold occurs. Memberships cannot be put on Hold within the first thirty (30) days of purchase.
- A temporary Hold may be issued for a Membership if a Facility is closed for longer than seven (7) calendar days. BAC memberships will be automatically extended for the length of the annual shut down. Multi Facility memberships will not be given extensions for the BAC annual shut down.
- The City of Lloydminster may cancel your admission, membership or pass, or suspend privileges, at any time in the event of non-compliance with the facility rules and regulations or conduct that is in the City's opinion detrimental to the facility or its employees.
- The City of Lloydminster reserves the right to modify or incorporate new terms and conditions with respect to the facility and use thereof, which will be effective and binding upon you immediately upon posting at the facility.

All membership cancellation and hold requests must be submitted in writing by using the Membership Change Request form available at lloydminster.ca/membershipchange (QR code) or by filling out the proper form in person, at the facility.

By purchasing your membership, you have agreed to the Terms and Conditions of the Membership Agreement.

For more information, please see the Recreation and Cultural Services Refund Policy located under the 'Operations Policies' section at Lloydminster.ca/policies.

