



BRACEBRIDGE
The Heart of Muskoka

FAQs

Bracebridge Sportsplex Pass Holder Information

PASS INFORMATION:

- Welcome. We would be pleased to provide a facility tour. Please request your tour at the Reception Desk.

DISCOUNTS:

- All patrons with current passes (excluding 10 and 25 passes) receive 15% off registered programs and Red Cross Swim programs (excluding training and leadership programs). Your pass must be current at the start of the program. Pass holders climb for free during climbing wall hours. Two free Red Cross swim sessions are included per child per year with any family or child annual pass. Children with valid passes in grades 5 to 8 receive free admission into youth dances.

CLASS CANCELLATIONS:

- Unforeseen circumstances (i.e. Instructor illness, facility emergency) may cause a class to be cancelled. We will try to reschedule, however, if the class cannot be rescheduled, unfortunately a refund for that class cannot be issued. Thank you in advance for your understanding.

EASY PAYMENTS:

- Easy payment options include: cash, cheque, gift card, debit, Visa or Mastercard. For your convenience, we offer monthly post-dated Visa, Mastercard or electronic funds transfer (EFT) for six month and annual memberships. Note: an administration fee applies for NSF cheques.

FEEDBACK:

- We read every program evaluation form and suggestion box feedback slip submitted. Share your experience with us, we want to know.

EQUIPMENT:

- The Town of Bracebridge provides high quality, commercial level equipment that is regularly inspected for safety and integrity. Thank you for respecting the equipment to help limit costly replacement.

SCHEDULE CHANGES:

- Periodic changes occur to the pool schedule, fitness classes, climbing wall hours and, childcare schedules. For updates, please visit our website www.bracebridge.ca, signs posted at the Bracebridge Sportsplex or check with staff.



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HOLDS:

- If you have a six month or annual pass (except walking club) and want to put it on hold, the pass will be extended equivalent to the hold period, however electronic funds transfer (ETF`s) WILL CONTINUE as originally scheduled. Please contact the Reception Desk and fill out the Pass-On-Hold Form to start the process. Please note that your pass can only be put on hold once, during the duration of the pass.

BRING YOUR CARD:

- To attend classes and use the facility please have your pass card ready to present. (Staff members conduct frequent checks of pass cards to maintain integrity.)

HEALTH CONCERNS:

- Please read the Physical Activity Readiness Questions (Par-Q) posted throughout the facility and ensure any health concerns potentially affecting your participation are shared with instructors, trainers, lifeguards and other staff. We respect this information and always maintain the upmost confidentiality.

CANCELLATIONS:

- If you wish to cancel your membership, please contact our office during regular reception hours. Memberships will be pro-rated at time of notification plus an administration fee.

For further information please contact the Bracebridge Recreation Department at (705) 645-3037.