

## Welcome to Centre Ice Fitness

Let's get you started. As a new member we recommend the following:

- Take advantage of the circuit and equipment orientation with a trainer.
- Take advantage of the free workshops and clinics. They will provide you with tools confidence, education and inspiration.
- Download the new **Centre Ice Fitness mobile app** on Google Play or iPhone App store. It's the easiest and best way to find and book classes.
- If you don't use a smart phone simply go to the Scheduler Page of the web site under **Programs and Services** to find and book classes.
- Visit the website blog page, **Facebook** or **Instagram** to see all the new updates on classes and programming "what's new".
- Don't hesitate to ask for help we are here for you.
- The Redwings and NHL prospect camps take place the middle of September and club access will be limited. We'll post specific dates online and at the club.

## When you join as a new member here's what you receive

We believe motivation comes from education that's why we provide clinics workshops and classes that have instructors to inspire you. It not a secret, the more fit you are, the better you feel the more productive you become. Our goal and passion is helping you obtain that!

- For **first time** new members we **waive the initiation fee** to make it easy to get started and only charged \$15 **half the cost of** (data loaded) key fob to make it easy for you to get started.
- We provide an equipment orientation and a series of professional clinics and workshops to provide education and direction for FREE. This saves our members from paying personal training that would otherwise cost \$40-\$50 per hour.
- We have **Free Basic classes** to keep it affordable for you to get fit and have fun.
- We provide some great Premium classes for less than half the price charged by competitors. These Premium classes provide a great push for your training.
- **You support the local community.** Our rent is a contribution to "Centre ICE" a nonprofit 501C 3 that supports the local community keeping ice time cost down for families: Youth, High school and Jr. Hockey, Public skating, figure skating and curling clubs. The positive economic impact that Centre Ice provides to local restaurants hotels and business form all the tournaments Redwings and NHL prospect camps participation is important to our community.



- We have a **liberal guest policy** to make it easy for you to bring in family and friends for a couple visits. They need to visit initially during business hours and sign the waiver/ guest register. ***Plus discount memberships for Family Members!***

## Membership Process Clarification

- The expectation is most members remain committed to taking care of themselves and will retain their membership and support their local club financially allowing us to continually improve the facilities services and programs.
- The month to month membership process is not intended for you to simply cancel and re-enroll every other month or whenever you like that's not a stable business model. However, we do meet your need by providing a freeze and cancellation option.
- **Electronic Billing:** *At times your debit/credit card may expire or your bank will issue a new card. Our system will generate an automated email reminder if your billing was declined with a link directing you to your club account to update your billing info. Or you can simple contact the club with updated info. If you have not cancelled prior to that, the system resubmits the communication to the bank and charges the club bank fees for default status so please just let us know how we can help update your account. Don't be that person, just let me know your plan.*

## Membership Cancellation Policy

- You are not committed to a long term contract. You can cancel at any time simply let us know at least 5 business days prior to your billing date, drop off your fob and complete the cancel form.
- We allow you to **freeze** your membership for 3 months per year and keep your key fob activated in the system for your return. An extra month may be allowed based on extenuating circumstances with a return date.
- The clubs key fob costs are \$30 each because they are preloaded with membership account data recognized by our billing software. When you cancel your membership the key fob is rendered deactivated and will no longer provide access to protect the integrity of the security system.  
**If you decide at a later date to re-enroll** you will be charged the full price for a key fob and whatever the existing initiation fee may be at that time. Plus consider it takes time and payroll to re- enroll and process a member.

If you have any questions or need encouragement please don't hesitate to ask for help.

Tom Duggan