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Town of Aurora

Drop-In Cancellation Policy

Community Services

In efforts to maximize community access to Town of Aurora drop-in activities, participants who do not attend their registered space in a drop-in activity on a reoccurring basis will now face a penalty.

Effective March 1, 2021, participants who do not attend their drop-in activity three times within a two month period without cancelling in advance will have their account suspended for two weeks. In this event, the participant who did not attend their space will be removed from any drop-in activities during that time and the program cost (if any) will be credited to their account. The participant will also not be able to register for any further drop-in activities during this two week period. Any other members of their family account will not be affected if they attended their drop-in as scheduled. This policy will apply to the following drop-in activities:

- AFLC Healthy Planet Gymnasium Drop-Ins (ie. Basketball, Open Gym, etc.)
- Aquafitness and Aqualeisure
- Chartwell Walking Track
- Club Aurora Fitness Centre
- Club Aurora Group Fitness classes
- Lane Swim
- Leisure Swim
- Preschool Drop-Ins
- Skating (Public, Senior and Adult Skates)
- Stick & Puck

Note: This policy does not apply to seasonal registered programs ie. Swimming lessons. Participants are reminded to email us at rleisure@aurora.ca if they are unable to attend their drop-in up to two hours prior to their drop-in start time so the Town can attempt to accommodate another participant in their place.

Please be advised that if you have contacted us by email prior to two hours before the program start time, you will not be penalized for your absence, and this will not count as one of your three no shows as per the Town's policy. If however you email rleisure@aurora.ca **less than two hours** before the drop-in start time, or if you fail to notify us at all, this will count as an absence as per the Town's Drop-In Cancellation Policy as stated above.

Your attention to this is greatly appreciated. We thank you in advance for your cooperation as we aim to ensure an enjoyable and equitable recreation experience for all participants.