

## CLUB AURORA - FREQUENTLY ASKED QUESTIONS

### What time is the fitness centre open? What time is the track open?

The fitness centre and the track are open during regular business hours.

#### September to June

Monday to Friday - 5:45 a.m. to 10 p.m.

Saturday and Sunday - 7:45 a.m. to 5 p.m.

#### July and August

Monday to Thursday - 5:45 a.m. to 10 p.m.

Friday - 5:45 a.m. to 8 p.m.

Saturday and Sunday - 7:45 a.m. to 4 p.m.

### Do I need to sign up for a class?

Drop-in classes are available on a first come, first serve basis. Admission tickets are available 20 minutes prior to the start time of the class.

### If I am running late for a class, can I still go in?

A five-minute grace period is enforced for late comers, after which, entry may be denied. After this point, the class is closed to ensure the safety of all participants and to limit distractions.

### Do you have a membership that includes everything?

We do not currently offer a membership that includes everything. This allows each person to customize a package that includes only the activities that he or she will use. We offer memberships in the following categories:

- Combo Package (includes Equipment & Weights as well as Group Fitness Class)
- Equipment & Weights Package
- Group Fitness Class Package
- Aquafitness Package
- Squash Membership
- Pool Package
- Add-on options available for specific packages

### Can I put my membership on hold?

Membership holds are arranged through the Customer Service Desk. Each member is entitled to one complimentary hold per membership term (one, three, six, or twelve months), after which a fee may apply when placing a membership on hold.

### Do fitness tickets expire?

Fitness tickets never expire. You can use them to enter the fitness centre or to participate in a fitness or aquafit class. They are not assigned to a specific person, so you can also share them.

### What is an Access FOB?

We use an electronic system to track user memberships. The FOB contains information about your name, the type of membership you hold as well as a picture of you. When you sign up for a membership, you will also be charged a \$10 deposit for the FOB, which will be returned to you if/when the FOB is returned. You will use this FOB to sign in at the front desk each time you wish to access the facility.

### I would like to try out your facility. Do you have a Free Pass for myself and/or my friend?

Guest Passes are available and are given out at the discretion of the fitness staff. Kindly see fitness staff for more information. We also have a Recreation Day Pass that allows access to all amenities and programs scheduled in the facility (a fee will apply).

### Do I need a Membership to Club Aurora to take advantage of the services offered?

No. We have a pay-as-you-go option (Daily User Rate) or a 10-ticket option that allows you to participate in various activities at Club Aurora.