

Frequently Asked Questions – Membership Cancellations

1. Why is my membership being cancelled?

Due to the introduction of a new registration system, unfortunately any 12month membership with scheduled payments will be cancelled and repurchased.

2. Why isn't everyone's membership being cancelled?

Memberships paid in advance can be transferred, however members using the installment option must be cancelled since personal banking and credit card information can't be transferred to the new system for your protection.

3. If my membership is cancelled, can I still use the facilities September 1st and September 6th?

Yes. As a courtesy, present your membership card to gain access to drop-in programs and amenities during the service disruption.

4. Will centres be open and drop in programs running during the service disruption?

Yes, centres will be open and programs will be running during this time.

5. Where can I find drop in program schedules during the online service disruption?

Drop in program information will be available via the membership webpage.

6. Can I purchase a membership online?

Adult and Older adult memberships will be available for purchase online.

7. Will I need a new membership card?

Any memberships purchased after September 6 will require a new membership card.

8. What if I don't want my membership cancelled or I have general questions?

You can call the Customer Service Centre at 905-615-4100 option 3 to pay the balance of the remaining installments in full before August 31st.