

Virtual Fitness FAQ

1. Where can I buy a virtual fitness membership?

Virtual fitness memberships can be purchased [online](#) or by visiting your nearest community centre.

2. What type of virtual memberships are available?

There is a 1-month and 6-month membership available.

3. Are the virtual fitness classes included in any other memberships?

Yes. Virtual classes are included in our All-In membership. 1, 3 or 12 month All-In members can access the virtual classes for no additional fee by registering for the [All-In With Virtual: One Month](#). Renew this monthly as long as you would like to access the virtual classes. Cancel any time to opt out of virtual fitness classes.

4. What if my current membership is not the All-In?

If you have one of our other memberships and would like to add the virtual classes, you can change your membership at any time with no penalty fee. You can cancel your current membership either at one of our community centres or by phone with the Customer Service Centre at 905-615-4100. You can then purchase an All-In membership. This will now allow you to register for the All-In With Virtual: One Month.

5. I am having trouble registering for the All-In With Virtual: One Month membership?

You will only be able to register for the All-In With Virtual: One Month membership if you have a current All-In membership. If you are still having issues, you can inquire at virtualfitness@mississauga.ca

6. Do I have to sign up for virtual classes?

No. All current Virtual and All-In With Virtual fitness members receive a daily email by 8:00 am with the links for all classes that day. Attend any of the classes you would like.

7. What if I do not receive the email with the class links?

If you have any issues accessing the virtual class, email virtualfitness@mississauga.ca and we will assist you with your links or membership.

8. Are there any discounts being offered? ie Older Adults, family discount, etc.

There are no discounts being offered for this membership.

9. Can I opt out at any time and is there a cancellation fee?

Yes, you can cancel a membership at any time and there is no cancellation fee.

10. Where can I find more information?

More information on all memberships is available at www.mississauga.ca/memberships