



OAKVILLE

The Town of Oakville welcomes you as a member at the Glen Abbey, Iroquois Ridge or River Oaks Fitness Centre. Your membership entitles you to enjoy the facilities, classes and services at all three of our centres.

### **GET STARTED....**

Your membership entitles you to a complimentary half-hour orientation at the centre of your choice with a certified Personal Trainer. Your trainer will introduce you to the equipment and show you how to use the equipment safely. Please stop by the Front Desk to inquire or to book your appointment.

### **STAY INFORMED....**

Speak to any of our Wellness staff to learn more about the services offered at our Fitness Centres including Personal Training and Fitness Assessment which are available for a service fee. Check our bulletin boards regularly for items of interest and to keep up to date on upcoming events including new classes, programs or schedule changes. You can check our fitness class schedules anytime on line at [www.oakville.ca](http://www.oakville.ca).

### **FITNESS CENTRE ETIQUETTE**

- ❖ All members must scan their membership card upon arrival to the centre. The Town reserves the right to charge the drop-in fee if membership card cannot be presented. Please note there will be a \$10.60 replacement fee for lost cards.
- ❖ Visitors and guests must sign in at the Reception Desk on a Pay As You Play basis.
- ❖ You must be 14 years of age or older to use the Fitness Centre or attend fitness classes.
- ❖ Periodically, our facilities may be closed for upgrades and maintenance. Your membership is to the Town of Oakville and not specific to Glen Abbey, River Oaks or Iroquois Ridge community centres. In the event that one facility is closed for upgrades or maintenance, your membership will not be extended unless otherwise stated.
- ❖ All users must wear appropriate attire including shirts and clean, indoor-only non-marking fitness footwear. Please, no swimsuits, sandals or street shoes are allowed in the Fitness Centre.
- ❖ No gym bags, coats or other belongings are allowed in the Fitness Centre or Aerobics Studio. Please use the Change Room lockers provided.
- ❖ Cell Phones, cameras and/or any other devices capable of taking photographs are prohibited.
- ❖ **CARDIO & WEIGHT ROOM:** Ensure the safety and enjoyment of all users by following these protocols:
  - a) Please return weights and weight plates to their stands when finished;
  - b) Please use the paper towels and cleaner provided to wipe down equipment after use –do not spray cleaner directly on the cardio equipment consoles;
  - c) Please do not lift heavy weights without a spotter.
- ❖ No food or beverages are allowed in the Fitness Centre.
- ❖ Drink plenty of water during your workout. Plastic bottles are recommended.
- ❖ Please report damaged or missing equipment as soon as possible.

- ❖ Please report any suspicious persons or misuse of Facility to Front Desk.

### **CHANGEROOM & LOCKER INFO**

- ❖ The change rooms are available to Fitness Centre users aged 14 and over.
- ❖ Our change rooms are equipped with showers and lockers. You supply your own towel, toiletries and lock.
- ❖ All lockers are day use only.
- ❖ The Town of Oakville is not responsible for loss or damage to personal property.

### **SIGN-UP PROCEDURES**

**CARDIO EQUIPMENT SIGN-UP:** Users may sign up for equipment in person two days in advance. A maximum of two 15-minute time slots is permitted per cardio machine per day. Sign-up sheets are posted on the wall of the Cardio Room. Users are allowed a 5-minute grace period for each 15 minute block after which scheduled time is available to other Fitness Centre users for the remainder of the block.

**FITNESS CLASS SIGN-UP:** Fitness centre members may sign up for fitness classes in person 7 days in advance. Pay-as-you-play participants including 10-visit pass holders may sign up in person 1 day in advance. Sign-up policies are not enforced in classes which are not subject to oversubscription. Class reservations will be held for a five-minute grace period after the scheduled class start time after which your place will be given to wait-listed individuals on a first-come-first-served basis. Please be considerate and call to let us know if you won't be attending a class you've signed up for. Repeated failure to call to cancel your booking can result in temporary suspension of membership sign-up privileges.

### **POOL ACCESS**

- ❖ All fitness memberships include use of the Glen Abbey and Iroquois Ridge pools during scheduled recreational swim times. The Recreational Swim Schedule is available from the Front Desk.
- ❖ Fitness Centre members may use the Iroquois Ridge Fitness Change Rooms for access to the pool during recreational swim times. The Aquatics Change Rooms are otherwise to be used for access to the pool including access by Fitness Centre members accompanied by individuals under 14 years of age.
- ❖ There is a sauna on the pool deck at Glen Abbey Community Centre and in each Fitness Change Room at River Oaks. Check at the centres for usage regulations and age restrictions. All saunas are dry; therefore do not put water on the rocks. You must shower before entering sauna.

### **COURTS**

- ❖ Squash and Racquetball courts are available at Glen Abbey and River Oaks.
- ❖ There is a sign-up procedure for court bookings. Please ask our Front Desk staff to assist you.
- ❖ Pay As You Play patrons, including 10-visit court pass holders, may book a court one day in advance, in person or by phone.
- ❖ Court members have the option to purchase the on-line court booking service.
- ❖ Only one court booking per person during primetime hours.
- ❖ Glen Abbey and River Oaks offer a Squash Ladder for all court participants. Sign-up is on the Squash/Racquetball bulletin board in the hallway.

- ❖ Exercise/Weight Room members and drop-in participants must pay a court fee.
- ❖ Your Court membership, does not include use of the weight room and fitness classes.
- ❖ Protective eyewear is strongly recommended when playing racquetball and squash.
- ❖ You must provide your own racquets and balls.
- ❖ Squash and racquet balls are available for purchase at River Oaks. Squash balls can be purchased at Glen Abbey.

### ***BABY-SITTING SERVICES***

- ❖ Babysitting is available at all Town of Oakville Centres for \$3.50 per child per hour or \$60.00 for a 20-visit pass – there is no need to book or call ahead.
- ❖ Inquire at the Front Desk of each facility for baby-sitting hours.
- ❖ Our qualified Baby-sitters will acquaint you with the sign-in procedures and other applicable information on your first visit.

***Please note: children under 14 years of age are not permitted in the fitness area unless they are playing squash with parent or guardian or are participating in a specialized program with a qualified instructor supervising at all times.  
Children are not to be left in the fitness hallway while you are playing squash, participating in a fitness class or using the weight room.***

### ***MEMBERSHIP HOLDS, TRANSFERS AND REFUNDS***

- ❖ Memberships will be put on hold for medical reasons only and for a maximum period of 16 weeks.
- ❖ A satisfactory doctors' note is required within two weeks of injury or illness.
- ❖ Pre-Authorized monthly payments continue to be deducted for the duration of a membership put on hold. A time extension will be added to the expiry date.
- ❖ You may transfer your Town of Oakville membership to another individual. A transfer fee of \$25.00 will apply.
- ❖ An NSF fee of \$25.00 will be applied to returned cheques.
- ❖ Refunds on memberships will be considered for medical reasons or employment changes only. Requests must be accompanied by a letter from physician or employer. No exceptions.
- ❖ 10-visit passes and all Personal Training sessions expire one year from date of purchase.

***WE RESERVE THE RIGHT TO REVOKE YOUR MEMBERSHIP PRIVILEGES,  
WITHOUT REFUND, FOR NON-COMPLIANCE WITH OUR POLICIES.***

***We are committed to providing you with quality facilities, services and programs which enhance quality of life for Oakville residents through promotion of active, healthy living. Please feel free to speak to the Recreation Coordinators/Fitness or any of our Front Desk or Wellness staff at any time with your questions or concerns.***

*Management & Staff  
Glen Abbey Community Centre, 905-815-5950  
Iroquois Ridge Community Centre, 905-338-4255  
River Oaks Community Centre, 905-338-4186*