

To our FLC Members

We would like to thank you for your patience this summer as we have been working around the clock to provide services to you, our valued pass holders! We are happy and excited to be back in action as we gradually roll out our Fall Programming, passes and admissions. Things will look different in the way we do things as we still have COVID protocols to follow but we are working hard to smooth out any bumps along the way!

What does this mean for you?

For all FLC continuous pass holders: Your payments will resume on September 1 or September 15 and you will be able to access the facility again using your pass. You will need to check in with our staff due to COVID regulations and for Alberta Health Services tracking purposes. If you are attending a class or heading into the pool you will need to book a time either online, in person, by phone at 403.502.8566 or by email to recreation@medicinehat.ca. For pass holders, bookings will open **5 days prior** to the start time of the activity (beginning on September 1). If you would like to cancel your pass please let us know before Thursday, August 27 by email, phone or in person. We are unable to offer pass freezes at this time.

For all FLC annual pass holders: Every annual pass has been extended to include the time lost from March 16 until August 31. You will be able to access our facility using your pass, beginning on September 1 by checking in with staff due to COVID regulations and for Alberta Health Services tracking purposes. If you are heading to a class or jumping into the pool you will need to book a time either online, in person, by phone at 403.502.8566 or by email to recreation@medicinehat.ca. Bookings for pass holders will open **5 days prior** to the start time of the activity. If you need to cancel your annual pass please let us know before Thursday, August 27 and a prorated refund will be processed back to an account credit, or a valid credit card. We are unable to offer pass freezes at this time.

For all FLC 31 Day pass holders: Each of our 31 Day pass holders have received a prorated refund to account credit when COVID isolation practices came into effect in March. This credit can now be applied to a new 31 Day Pass effective immediately. All passes will be valid from the date of purchase and will expire 31 days from that date, just as before. A new element to these passes is the ability to book activities online, by phone at 403.502.8566, through email at recreation@medicinehat.ca or in person and you can book multiple activities a day **5 days in advance** of the activity start time. When you come into the facility you will need to check in at the front desk. These passes are non-refundable and non-transferable.

FLC Punch-cards: All punch cards will be able to be utilized starting on September 1 as well. Punch card holders will NOT be able to book online but can utilize our email recreation@medicinehat.ca or phone line 403.502.8566 to book activities, **72 hours prior** to the start time of the activity. It will be one punch per day, no matter how many activities you register in. When you come into the facility you will still check in at the front desk. These passes are non-refundable and non-transferable.



FLC Daily Admission: All daily admission prices will be back to regular pricing on September 1 and you will be able to utilize the facility with a little bit of pre-planning. You can register for ONE activity for the day online, **72 hours in advance** and process your payment at the time of booking. If you wish to add more fun to that day and expand your booking, just drop us a line at recreation@medicinehat.ca or by phone at 403.502.8566 and our Customer Service team will register you into another activity.

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FLC Complimentary Passes: We will be back to honoring any complimentary passes that you have laying around the house however, we can only process bookings with complimentary passes in person **72 hours before** the program start time. You will be able to book multiple activities in one day with these passes.

If you have any questions about the above information please do not hesitate to reach out to our Customer Service team for answers.

