

Summit Centre Fitness Membership Hold Policy

1.0 Policy Statement

The Summit Centre will allow a hold of a fitness membership to members for vacation purposes within the guidelines set out in this policy.

2.0 Background

There are occasions where a member of the Summit Centre will request a hold on their membership for vacation purposes. The Summit Centre has agreed to hold a customer's membership, without losing membership time or pre-paid facility access, while members are on vacation.

3.0 Related Procedure

Guidelines for issuing membership holds are as follows:

Type of Membership	Allowable Hold Period
1 Month Membership	No Hold Allowed
3 Month Membership	2 Week Total Hold
6 Month Membership	4 Week Total Hold
12 Month Membership	6 Week Total Hold

Any membership put on hold must have notes made in BookKing and Millennium Systems for proper tracking at the beginning of the hold and upon the member's return. Hold time can be divided up throughout the membership duration (e.g. a 4 week hold could be 4 separate weeks).

Please note that the minimum time allowed to be put on hold must be 1 week in duration.

4.0 Approvals



Steve Kent, Chief Administrative Officer

February 20, 2018

Date