

Now it's
easier to
take part
in leisure
activities!



What do these changes mean for me?

The updates we are making to the pricing structure for adult programming may mean different things to different people.

Here is a basic review of the updates that may affect you:

- Adults no longer require a VIP membership card to register for City-direct programs. Adults over 55 will automatically receive a discounted rate when registering for programs.
- Patrons interested in attending ongoing groups will be required to purchase a Kitchener Group Card. The card can be used to access unlimited ongoing groups at any community centre (where available). Additional group fees may apply.
- The Kitchener Group Card can be purchased for \$18.30 (for adults 18-54) and \$15 (for adults 55+), and is valid from September to August each year. *Prices include tax.*

Looking for more information?

We have created the following questions and answers to help provide you with information about these changes, and how they affect access to programs & services at our centres.

Should you have a question please visit the front desk, or email us at groupcard@kitchener.ca. We will be happy to answer any questions you have about these changes.



Q. What is the reason for the changes to the membership program?

- A. We are looking to simplify the process and provide adults over 55 with automatic discount rates for city direct programs, without the need to buy a membership.

Q. Why has the age range for discounted rates moved from 50 to 55?

- A. We have adjusted the “senior” rate to be consistent with other city programs, and government rates across the province.

Q. I just purchased an annual membership, do I get a refund?

- A. Anyone who has purchased a VIP membership prior to July 1, 2016 will receive a credit to their account for any unused portion of the card’s value. For example, if you purchased your VIP card in January, you will be provided with a credit for the months of July to December.



Q. How do I get access to discounted membership rates after July?

- A. Discounted program rates will be applied automatically based on your age (55+) beginning Aug. 23 for fall programs. All current members will receive a free Tri-Us membership that will give you access to the discounted rate, and ongoing groups, for the months of July and August.

Q. My membership will expire before the new adult discount model is available. How do I get the discounted rate that I am currently getting with my membership?

- A. You will receive a free Tri-Us membership that will give you access to the discounted rate for the months of July and August. As of August 23, all discounted pricing will be provided to you automatically when you register for a program.



Q. My membership is expiring in the next few months; do I need to renew it?

- A. If your membership expires before July 1, 2016 you will be required to renew your annual membership for access to ongoing groups and to take advantage of discounted rates. You will, however, receive a credit to your account for any unused portion of the card's value after July 1, 2016. For example, if you purchased your VIP card in April, you will be provided with a credit for the months of July to March.

Q. What is a Kitchener Group Card?

- A. The Kitchener Group Card provides unlimited access to ongoing groups at any community centre in Kitchener (where available). Additional group fees may apply.

Ongoing groups are volunteer-led clubs designed for adults to meet on a regular basis (often weekly) to connect and take part in leisure activities.

The card can be purchased for \$18.30 (for adults 18-54) and \$15 (for adults 55+), and is valid from September to August each year. *Prices include tax.*

Q. If I don't need a membership, why would I need to buy a Kitchener Group Card?

- A. The Kitchener Group Card is for anyone looking to take part in ongoing groups. Patrons now have access to unlimited ongoing groups with the purchase of a Kitchener Group Card (where available). Additional group fees may apply.

Q. What will the Kitchener Group Card cost?

- A. The Kitchener Group Card can be purchased for \$18.30 (for adults 18-54) and \$15 (for adults 55+), and is valid from September to August each year. The card will be available for purchase beginning Aug. 23, 2016. *Prices include tax.*

Q. When does this new program begin?

- A. As of Aug. 23, 2016, individuals will be able to register for city-direct programs without the need for a VIP membership. Discounted rates will automatically apply for adults 55+ during the registration process.

The Kitchener Group Card will be available for purchase on Aug. 23, 2016 and will provide access to unlimited ongoing groups (where available). Additional group fees may apply.

Q. What if I register for programs AND participate in ongoing groups? What do I need to do?

- A. Beginning Aug. 23, 2016 you can register for city direct programs without the need for a VIP membership. Discounted rates will automatically apply for adults 55+ during the registration process.

To participate in ongoing groups, you will need to purchase a Kitchener Group Card (\$18.30 for adults 18-54 and \$15 for adults 55+. *Prices include tax.*). This will provide access to unlimited ongoing groups at any community centre in Kitchener (where available.) Additional group fees may apply.

For program registration before Aug. 23 2016, please see a staff member at the front desk to obtain a free Tri-Us pass. It will provide you with the discounted rate you are currently receiving with your VIP membership until the new process begins on Aug. 23, 2016.

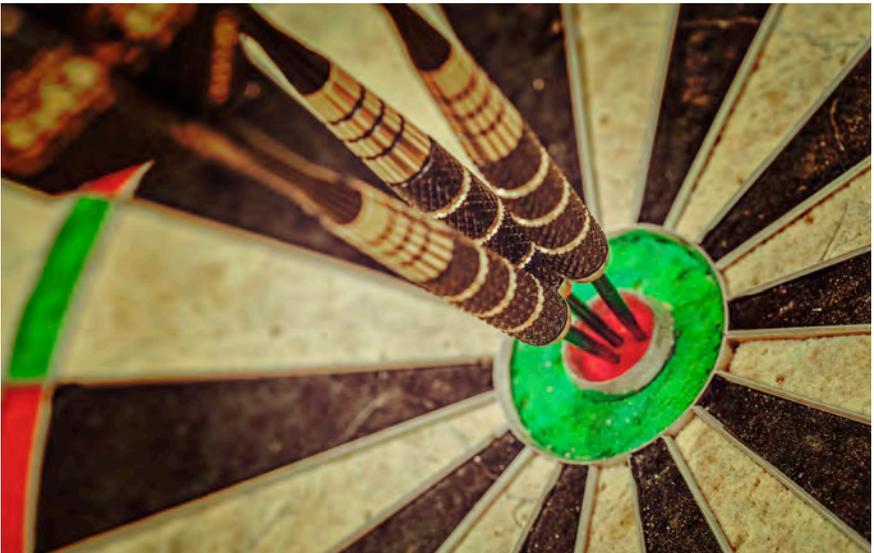
Q. I use the Downtown Community Centre for some registered programs and/or ongoing groups. Will this affect the free parking I typically receive when I purchase my membership?

A. You will still have access to free parking when participating in registered programs and ongoing groups at the Downtown Community Centre.

Q. Can I use my LAC (Leisure Access Card) when purchasing my Kitchener Group Card?

A. Yes, you can use your Leisure Access Card when purchasing your Kitchener Group Card.

If you have any further questions, please visit us at the front desk, contact us at 519-741-2501 or email us at groupcard@kitchener.ca



To find out more about
these updates visit
www.kitchener.ca/groupcard
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or email **groupcard@kitchener.ca**

