



MEMBERSHIP TERMS & AGREEMENT

PAYMENT OF FEES

- Full payment must be received on or prior to member's first visit to the Willow Stream Fitness and/or Aquatic facilities.
- All fees and other charges are subject to the addition of Federal Goods and Service Tax or any other applicable federal or provincial tax.

RENEWAL OF MEMBERSHIP

- Renewal of memberships is the responsibility of the member.
- Renewals are to be made in person at the Willow Stream Spa Reception and payment must be made at time of renewal.
- Expired memberships will not be valid under any circumstance.

USE BY MEMBERS

Fitness Members will have access to the following facilities and services:

- Fully-equipped weight room and fitness studio
- Indoor lap pool, indoor hot tub, outdoor heated pool
- Fitness classes and programs as per the monthly fitness schedule
- Change room with supplied locks, towels, and shower room amenities
- One complimentary guest pass per month
- Additional guest passes at \$10 per guest, per visit
- 20% discount off regular priced products and A La Carte services for adults in the Willow Stream Spa and Boutique
- 20% discount in food and beverage excluding 1888

Aquatics Members will have access to the following facilities and services:

- Indoor lap pool, indoor hot tub, outdoor heated pool
- Change room with supplied locks, towels, and shower room amenities
- One complimentary guest pass per month
- Additional guest passes at \$10 per guest, per visit
- 20% discount off regular priced products and A La Carte services for adults in the Willow Stream Spa and Boutique.
- 20% discount in food and beverage excluding 1888

LOCKERS

- All members must use the lockers located in the changing rooms for personal belongings, workout bags, etc. Members are not to leave their belongings lying around the gym during their workout.
- **Lockers are for day use only.** Belongings left in lockers overnight will be retrieved by the Willow Stream Staff and placed in the hotel lost & found.

EARLY CANCELLATIONS & TRANSFERS

- Early cancellations or transfer of membership are only permitted if the member moves residence out of Banff, and written notice is provided to Willow Stream to process the account.
- Circumstances beyond geographical move must be approved by Willow Stream Management.

MEMBERSHIP HOLDS: APPLIES TO ANNUAL MEMBERSHIPS ONLY

- **Annual members only** are permitted to place their membership on hold once per membership term for the following circumstances:
 - a. Travel for a period of two or more weeks
 - b. Medical circumstances that prevent the member from using the facility.
 - c. Circumstances beyond the above must be approved by Willow Stream Management.
- Members are to provide the **Memberships Coordinator** with their membership card and a written notice of the reason for the hold.
- To re-activate membership, members are to advise the **Memberships Coordinator** on or prior to the day of return



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RULES AND REGULATIONS

- Willow Stream may change the rules and regulations, and facility hours from time to time all at Willow Stream's sole discretion, without notice to the member.
- Any such changes must be honoured by the member and breaches of this agreement will be dealt with at the discretion of management.
- Any violation of these Rules and Regulations may result in the suspension or cancellation of membership.

FACILITY RULES

- The Aquatic Facilities are unsupervised, with no lifeguard on duty.
- The Fitness Facilities are staffed intermittently between 6am-9pm.
- The minimum age requirement for fitness center use is 16 years.
- Children under the age of 12 cannot use the pool facility unless accompanied by an adult.
- **Bringing unpaid guests or children over the age of 12, beyond your monthly complimentary allocation, into the facility with you, may result in a suspension of your membership of up to one month.**
- Members are encouraged to bring their own water bottles (no glass please) for use during their workouts and around the pools.
- For safety purposes membership cards are required to be presented upon each visit to the Fitness or Aquatic Center. Cards must be placed in the drop box at Spa Reception, for the duration of the visit. Upon leaving, the member must retrieve their membership card.
- Members shall not change the music, the volume or the room temperature to their own liking.
- Members will wipe down all equipment after use, and use towels when using strength machines.
- All equipment, such as weight plates, dumbbells, etc should be put away after use.

PROHIBITED ITEMS

- Willow Stream is a licensed establishment and is governed in accordance to Alberta Liquor and Gaming Commission. Willow Stream is governed by the Province of Alberta Public Health Act, Swimming Pool Regulation: Alberta Regulation # 247/85. All members must adhere to the rules and regulations of this act, meaning **any alcohol must be purchased on site and may not be brought in from outside**, this would result in confiscation of the alcohol and suspension of your membership.
- Talking on cell phones is prohibited within the Fitness Center. Please keep all alerts and ringers on silent while in the gym.

CLOSURE NOTICE

- The Member acknowledges and agrees that Willow Stream Spa retains the right to allow private and exclusive use of the spa, health, and fitness facilities by private groups consisting of guests at the Fairmont Banff Springs.
- Whenever possible, Willow Stream will provide at least 24 hours notice detailing hours the facility will not be available.

FACILITY HOURS

- Weight room: open 24 hours daily
- Fitness Studio: open 6am-10pm daily
- Aquatic Facilities: open 6am-11pm daily
- Change rooms: open 6am-11pm daily

24 HOUR FITNESS ACCESS

- For access to the Fitness Center between 10pm – 6am membership card MUST be presented to the hotel front desk in order to obtain a key to access the facility.
- Upon leaving the key must be returned to front desk, and membership card picked up.