

*Please note that the Terms and Conditions have been revised. Kindly review the updated document carefully.
Effective January 30th, 2026*

Terms and Conditions Form – Membership Agreement (the “Agreement”)

General

1. In this form “City”, “City of Brampton” means the Corporation of The City of Brampton.
2. It is recommended that your physician be consulted prior to the start of any physical activity.
3. Facility hours of operation are subject to change.
4. Non-residents of the City of Brampton are required to pay a surcharge.
5. Rates are subject to change, pending City Council approval, and notice will be posted at all Recreation Centers.
6. To ensure the privacy of others, filming or photography may not be permitted during certain registered programs and/or drop-in programming. Additionally, electronic devices are not permitted to be used in a change room.
7. The City of Brampton is committed to providing a safe and harassment-free environment. Coarse language, aggressive, disrespectful, or uncooperative behavior is not acceptable. If inappropriate behavior occurs, it may be documented, reported, and may result in removal from the program and/or facility.
8. Failure to co-operate with all rules, regulations and legislation including the Ontario Human Rights Code may result in the suspension or revocation of program registration/membership and any associated booking privileges.
9. No verbal Agreement between any employee of The City of Brampton and client shall be binding.
10. The City of Brampton reserves the right to cancel or alter any program information without notice, due to registration numbers, change of policy, or availability of instructors/facilities. Visit www.brampton.ca/withdrawal-refunds for full details on our refund, and withdrawal policy.
11. Photo consent - By becoming a member, you acknowledge and agree that your photograph may be taken during the registration process and/or while accessing our facilities. You consent to the collection, use, and secure storage of your photograph in our registration system for identification and administrative purposes. This image will be used solely by [City of Brampton] and will not be shared externally without your explicit consent, unless required by law.
 - **What if a membership holder refuses a photo?**
They must present valid photo ID at each visit.
12. Terms and conditions are subject to change.

Programs

1. If participants do not arrive within fifteen (15) minutes of their reservation time for drop-in programs, their spot may be forfeited. Cancel your reservation by logging into your [online Recreation account](#). Please view [this tutorial](#) for step-by-step instructions on how to cancel your reservation. Cancellations are accepted via phone (by calling 3-1-1) up to one hour in advance of the program start time.
2. Please note: The Recreation Inbox is not monitored on evenings and weekends and has a response time of 2-3 business days. As a result, email cancellations are no longer accepted.
3. The parent/guardian of the Child/Youth will remain in the building for the duration of the program.

Memberships

1. Annual memberships are valid for one (1) year from the start date.
2. Punch Passes are valid through to the end date on the purchase receipt.
3. Membership holders are required to present your membership card upon arrival at a recreation facility for validation.
4. Memberships may not be shared or transferred with anyone; it is for the sole use of the recipient.
5. "Teen" refers to those individuals 14-17 years of age. Teens are required to participate in a consultation session prior to activating their membership.
6. "Students" refer to any full-time student 18-54 years of age with presentation of a current student identification card.
7. Suspension requests are subject to an administration fee and are offered in any duration up to a maximum of forty-two (42) days (six (6) weeks) provided that the requested length does not exceed the remaining length of time left on the membership. Memberships suspensions are only available for annual membership holders.
8. Extensions for regularly scheduled and communicated shutdowns (e.g. annual maintenance) at a facility will not be considered. Alternate locations for membership access are available.

Personal Training

1. Clients must complete and sign a medical questionnaire before commencing personal training.
2. Personal training packages are valid for one (1) year from the displayed start date.

Authorization and Indemnity

I, the undersigned Agreement Holder, do hereby:

1. Declare that I am at least eighteen (18) years of age.
2. Affirm that I have read and understood all the conditions and regulations appearing in this Agreement, and agree to conform to them and be strictly bound thereby.
3. Agree to indemnify, and keep indemnified, and save harmless, and release the City and each of its elected officials, employees, officers, servants and agents, from and against all actions, suits, claims, executions, proceedings and demands, which may be brought or made against the City, including any costs (including legal fees), expenses, loss, damage, injury (including death), financial loss, occasioned wholly or in part by any alleged and/or negligence or acts or omissions by the Agreement Holder, its officers, agents, employees, assigns and volunteers; all participants; independent vendors providing services and/or products; and hired individuals or corporations providing products and/or services necessary to hold the activities associated with this Agreement; or others for whom they are responsible at law, arising out of any cause whatsoever, either direct or indirect, in connection with this Agreement.
4. Further release the City and each of its elected officials, employees, officers, servants, and agents from all rights of subrogation by ourselves, our organization, or our insurer(s) covering the activities, services, or associated activities and services in connection with this Agreement; and
5. Have authority to bind the Organization and/or Corporation (if applicable).