

PERFECTMIND CUSTOMER RESOURCE GUIDE

What is the status of my membership?

STEP ONE

During the COVID-19 closures, we withdrew, paused, or extended memberships as follows:

1) March 16 to September 8, 2020 closure:

Annual Memberships

Scheduled Payments:

Monthly payments for existing members resumed on September 8, 2020. As of this time, members could resume the remainder of time left on their membership plan plus an additional 30 day courtesy extension. During the closure period, we were not processing monthly scheduled payments.

Upfront Payments:

For residents who paid for their annual membership upfront, an extension was automatically applied upon facilities reopening for time lost due to the closure plus an additional 30 day courtesy extension.

One Month Memberships:

One month memberships were cancelled with members receiving an account credit pro-rated as of March 16, 2020.

Punch Pass Memberships

All punch pass memberships were automatically extended for time lost due to the closure.

2) October 10 to November 6, 2020 closure:

Annual Fitness and Neighbourhood Memberships

An extension will be provided for the duration of the COVID-19 closure period. Memberships with scheduled payments will continue to be charged where applicable.

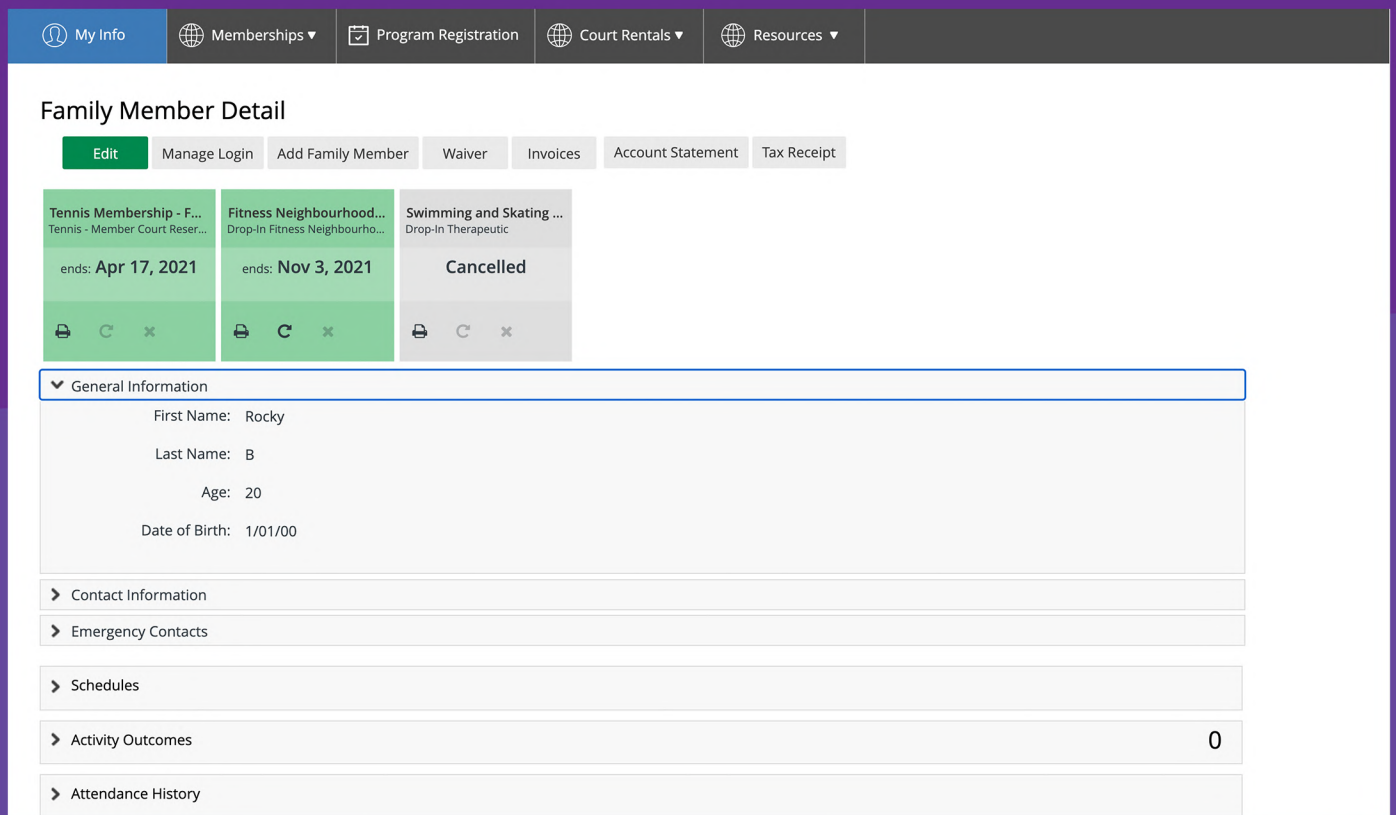
One Month Fitness and Neighbourhood Memberships

These one month memberships were cancelled with members receiving an account credit pro-rated as of October 10, 2020.

Fitness, Neighbourhood, and Aquafit Punch Passes

These punch pass memberships will be provided an extension for the duration of the COVID-19 closure period.

To view the status of your membership, Recreation account holders can log into their account at cityofbrampton.perfectmind.com to view their membership tiles at the top of the “My Info” tab. Membership tiles will include the name of the membership, and the expiration date or number of punches remaining. If you have any questions about an existing or previous membership, please contact us at RecreationAdmin@brampton.ca.



You're all ready to go. We look forward to seeing you!

Questions?

Email us at RecConnects@brampton.ca