



Updated: November 12, 2020

Reactivation Process

1. How do I reactivate my membership?

- Complete the online request form at www.richmond.ca/register or call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm. Your membership will be reactivated for the period of time it was not available for use, and any time remaining. You will receive an email receipt when your membership is ready to be used.

2. How far in advance should I reactivate my membership?

- Requests may take up to one week to process, so it's recommended to complete the online request form or to call the Registration Call Centre as soon as possible.

3. When can I start using my fitness membership?

- Any time after a membership is reactivated.

4. Can I use my membership to attend a fitness class or register for a fitness centre visit at another facility?

- For a limited time, memberships can be used at any community centre and at Minoru Centre for Active Living for fitness class and fitness centre registered visits; no additional fees apply. There is an additional fee of \$4.50 to register for a swim session with a membership from a facility other than Watermania or Minoru Centre for Active Living.

5. How can I purchase a new membership?

- Call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.
- Memberships are available at the following locations with the following options:
 - Community Centres - Cambie, City Centre, Hamilton, South Arm, Steveston, Thompson, West Richmond:
 - 1 month, 3 month, 6 month and 1 year pre-paid membership
 - Minoru Centre for Active Living:
 - 1 month or 1 year pre-paid membership
 - 10-visit card

6. Can I reactivate my 10-visit card?

- 10-visit cards for Minoru Centre for Active Living can be reactivated; 10-visit cards for community centres remain on hold until further notice.

7. How can I request a credit for my membership?

- Complete the online form at www.richmond.ca/register or call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

- The dollar value of your membership for the period of time it was not available for use, plus any remaining time on your paid-in-full memberships, will be applied on your MyRichmond account.
- Once your credit has been applied, you will be able to go online or call the Registration Call Centre to use your credit to pay for other City of Richmond programs and services.
- Requests may take up to four weeks to process.

8. How can I request a refund for my membership?

- Complete the online request form at www.richmond.ca/register or call the Registration Call Centre at 604-276-4300 Monday to Friday, 8:30am to 5:00pm.
- Requests may take up to four weeks to process.

9. Can my membership remain on-hold?

- Yes. No action is required for this option.

Registering with Your Fitness Membership

10. How do I register using my fitness membership?

- Online at www.richmond.ca/register or call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

11. Which facilities are currently open for registered fitness centre visits?

- City Centre, South Arm, Thompson and West Richmond community centres and Minoru Centre for Active Living. All fitness sessions are 75-minute.

12. Can I drop-in to fitness classes and the fitness centre using my membership?

- No. Pre-registration is required for all activities.

13. Why can't I see my membership on my MyRichmond account?

- If you created an account online, your membership may not be linked to your membership account. Call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm to link these accounts.

14. I have registered for fitness registered visits and now my membership is reactivated.

Can I get a refund for my registered fitness visits?

- Call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm to request a refund.

15. Can I use my fitness membership to register for yoga fitness classes?

- Membership is only valid for yoga classes at the location where the membership was purchased.

16. Can I use my fitness membership to register for virtual fitness classes?

- Memberships are only valid for virtual fitness classes at the location where the membership was purchased.

17. When can I register for fitness classes and fitness centre registered visits?

- Registration for each week of registered visits and fitness classes starts at 10:00am on the Monday one week prior.