

FAQ

1. When will the Wellness Centre open? Estimated opening date will be in early March, 2016 depending on construction progress.
2. Who will manage the Wellness Centre? HSG Health Systems Group Ltd (previous manager of the FAP Fitness Centre 1981-2015), will manage the new Campus facility. Joanna Ford will be the on-site Manager, and she will be joined by other HSG staff (TBD). Joanna is looking forward to seeing everyone again!
3. What will be the hours of operation? 5:00 AM-7:00 PM weekdays (except statutory holidays & EDO's). The facility may also be closed from Christmas to New Year's for annual maintenance.
4. What will be the membership dues? \$35.00/month + GST.
5. How do I pay my membership dues? Dues will be collected on a monthly basis via "pre-authorized debit" from your credit card or bank account. You may also pay either a 6-month or 12-month lump sum via cheque, credit card or debit. Membership dues will not be charged to your account until the facility opens.
6. How do I join? Attend one of the pre-opening information sessions (Imperial Campus - Nov. 17th-18th/FAP - Nov. 25th-26th) and sign up on our membership email contact list. Membership application packages will be available December or January (Membership Application Waiver, PAR-Q+ and Pre-Authorized Payment form) via website or email distribution list. You may also join when the facility opens.
7. Is there a minimum membership period? Yes, the minimum is four months. We want to avoid the cost of unnecessary administrative work involved whenever members join and cancel. We also know that it takes approximately 16 weeks to settle into a regular exercise program, and make fitness a part of one's work-life balance.
8. Are there any exceptions to the 4-month minimum membership? Yes, medical leave, parental leave, employment termination, expat transfer or job transfer away from the campus. Proper written notification is required.



9. How do I cancel my membership? Complete the cancellation form at the reception desk, or send an email to the Wellness Centre stating the date of effective cancellation (month-end only). To confirm cancellation, you must receive a reply to your email. Written notification is mandatory and HSG must have a record of your cancellation request. HSG is operating the Wellness Centre independently and does not have access to Imperial's employee records, therefore, we cannot "know" when someone has transferred or left the company. It is up to YOU to promptly notify HSG (within 30 days) of any errors or if you neglected to cancel your membership.
10. What is the cancellation deadline? Cancellations must be received at least 15 calendar days prior to month-end. Please plan ahead and notify HSG well in advance. Late notifications will be processed the following month and you will be charged for that month accordingly.
11. Can I join for only part of each year? Yes, as long as it's for a minimum of four months. However, we discourage this practice, since it requires extra administrative work to process repeated joining and cancelling and the costs of doing this will ultimately be passed on to membership. Also, we encourage employees to make fitness a year-round commitment to their personal health and wellness.
12. Is there a re-joining fee? Yes, a \$75.00 administrative fee will be charged when you re-join (unless returning from company sanctioned leave).
13. Can I claim the Imperial physical fitness refund? Yes, the Wellness Centre will provide a receipt once per year, for you to submit to your Imperial benefits contact. The refund will pay up to 75% of membership fees up to a maximum of \$300/year (please check the Imperial benefits webpage for detailed information). That means if you are a member for a year you will be eligible to claim the full 300.00, meaning that the out-of-pocket cost to you is only \$10.00/mo before taxes!)
14. Are students eligible to join? Yes, co-op and summer students may join by paying the minimum 4-month dues. Students must pay their 4-month dues in a lump sum payment: \$140.00 + GST.
15. Are spouses eligible to join? No.
16. Are annuitants eligible to join? No.
17. Are guests permitted? Usually not. The only exception would be an employee or expat from another Imperial/ExxonMobil location who is visiting the campus on a short-term basis (long-termers may join, as per the 4-month requirement).
18. When can I sign up for a membership? Applications will be accepted sometime in December or January.

19. Is personal training offered? Yes, HSG trainers will be available to offer training, similar to what was offered at FAP.

20. Will I get a personal fitness assessment when joining? Yes, HSG will offer the basic CPAFLA fitness assessment, dependent on demand and staffing availability for appointments. Comprehensive assessments will be available via the Personal Training program.



21. Will group exercise classes be offered? Yes, there will be two studios in the new facility. One will be focused on Keiser group cycling, TRX and boot camp style classes. The other studio can accommodate larger groups such as yoga and body sculpting.

22. Will there be a fee for classes? Similar to FAP, there will be a core group of free “drop-in” classes every day, plus some “fee-based” specialty registered classes.

23. How do I sign up for “drop-in” classes? These daily classes will be “first come, first served” and space is limited to the safe capacity of each studio. HSG will provide sign-up sheets at the reception desk, or “on-line” sign-up procedures (TBD).

24. How do I sign up for registered classes? HSG will install a debit machine to accept credit card or debit card payments (cheques will also be accepted, but no cash). You must sign up and pay in person for registered classes (you can drop by anytime between 5:00 AM and 7:00 PM to register).

25. Will there be a Fitness Centre website? Yes, HSG will set up a website that you can access from work, home or your Smartphone. The website will show the monthly class schedule, plus information and prices for Personal Training, staff biographies and special events.

26. What equipment will be provided in the facility?
New state-of-the-art *Life Fitness* cardio equipment will be purchased: treadmills, ellipticals, bikes, recumbent bikes, step mill, stepper, etc. Some new Keiser spin bikes, core equipment, dumbbells and strength machines will also be purchased. Some of the newer Atlantis strength machines will be transferred from FAP to Quarry Park.



27. What is the locker policy? Similar to FAP, lockers will be available for use “**during your workout**”. While there will be plenty of lockers in each locker room, we cannot allow members to occupy a locker throughout the day. With about 2500 staff at the Campus, we need to ensure that all lockers are kept available for the next user throughout the day. Lockers will have combination lock that you will set when you arrive. HSG staff will empty out all lockers each day during their regular checks (i.e. 9:30-10:00 AM and 2:00-2:30 PM).



28. What is the “check-in” process? There will be one main entrance to the new Fitness Centre. ALL MEMBERS must check-in at the computer console at the reception desk. If you forget, HSG reception desk staff will politely remind you. Please remember that HSG staff cannot know whether you still have a membership in “good standing”, until you have “checked in” on the computer. Also, bulk usage data is valuable in assessing facility usage and future needs.
29. Will there be alternate entrance/exit doors? There will only be one entrance, in order to control access (members only). However, there will be a second exit, for runners/walkers who would like to quickly get outside to access the pathway system.
30. Will gym clothing be offered? Imperial has elected to provide towel service only, in line with recent trends in the fitness industry, and due to the significant extra cost of providing and laundering clothing (\$100,000/year for a facility like that at Quarry Park).
31. What amenities are provided in the locker room? Hair dryers, curling irons (women), straightening iron (women), towels, body wash, shampoo/conditioner and weight scales.