

Build-a-Pass Conditions of Use



For information on building a custom monthly or annual pass, visit [Build-a-Pass](#).

1. Passes must be presented at time of admission. If no pass is shown, a full admission fee may be charged.
2. Pass prices do not include access to registered programs, babysitting, cafeteria, proshop, private leased areas or special events.
3. Term passes may not be transferred to another person.
4. The pass holder is responsible for the entire price of the pass regardless of any changes in living, housing or financial arrangements.
5. A pass holder's guests must pay the appropriate admissions and/or court fees.
6. 2 for 1 admission coupons or other admission discounts can only be used when a full admission is being purchased.
7. Use of the facility is subject to availability. Areas may be unavailable due to maintenance shutdowns (planned and emergency), private rentals, special events, bookings, programs, areas maximums or changes in facility schedules. These changes may occur with little or no notice. No refunds, credits or extensions will be given as result of these situations.
8. If you lose your pass or have it stolen, it must be reported to the facility immediately. A lost card will be replaced for a \$10 administration fee. The administration fee will be waived if you are renewing your pass or another term pass is being purchased.
9. When cheques are returned because there are insufficient funds or credit card/debit payments are declined by the bank, we will suspend pass privileges immediately and apply a \$25.00 administration fee.
10. Withdrawn pass fees will be refunded according to the number of months remaining, minus a 15% administration fee on that balance. This applies to individual passes and to family Build-a-Passes when the entire family is withdrawn.
11. Passes will be extended or withdrawn without the administration fee being charged for medical reasons only. A doctor's note must be provided for proof.

The City of Calgary may revoke any pass and/or pass privileges if a pass holder does not comply with facility rules/regulations or behaves inappropriately/abusively.

Leisure Centre Passes (Southland AND Village Square Leisure Centres):

Include access to the Waterpark, all drop-in water and dryland fitness classes, the weight room, public skating, supervised public gymnastics (Open Gym), supervised public rock climbing (Open Climbing – available only at SLC), racquetball/squash (available only at SLC), drop-in sports in the gymnasiums and Kinder Room drop-in.

Tier 1 Aquatic Passes (Acadia, Beltline, Foothills, Glenmore, Inglewood and Shouldice pools):

Include access to all public swimming, length swimming, drop-in water and dryland fitness classes, the weight room (where applicable), hot tub and steam room (where applicable).

Tier 2 Aquatic Passes (Tier 1 sites and Bob Bahan, Canyon Meadows, Killarney, Renfrew, Sir Winston Churchill and Thornhill pools):

Include access to all public swimming, length swimming, drop-in water and dryland fitness classes, the weight room (where applicable), hot tub and steam room (where applicable).

Persons who participate in any recreational activity offered by The City of Calgary does so at their sole risk. The City of Calgary, its agents and employees are not liable in the case of loss, damage, injury or ambulance/health care services resulting from or in connection with such participation.