



Welcome to Trico Centre for Family Wellness

Frequently Asked Question's for New Members

What does my membership include?

Your membership includes free access to the following facilities:

- Fitness centre
- Group fitness classes (over 50 per week)
- Aquatics facility (wave pool and waterslide facility), steam room and hot tub
- Arena's for leisure skating and adult shinny
- Gymnasium for drop-in gym times

Memberships Loyalty Benefits:

- Free One Week Trial to pass along to a friend or family member.
- Referral Program: Free Trico Gym Bag for all referrals over \$250 value.
- Renewal Program: Renew your pass before it expires and instantly save \$10.00.
- Upgrade Option: Upgrade your 1or 4 month pass to our BEST VALUE annual pass anytime before the pass expires, and you only pay the difference.
- Periodically we offer membership incentives for some of our memberships, but our annual pass is ALWAYS our BEST VALUE pass anytime.
- Discounts: All members receive 20% off all programs, 50% off registered fitness programs and approximately 25% off personal training services.
- Registration Priority: Members are able to register for all programs 24 hours before the general public.

Where can I find up to date facility schedules?

Our website www.tricocentre.ca provides a wealth of information on anything Trico. On the home page under "Schedules" you will find our facility schedule, group fitness schedule and arena/shinny schedule. For available drop-in gym times, call Guest Services at 403.278.7542 as availability is subject to booking fluctuations.

How do I familiarize myself with the fitness centre and equipment?

Trico Centre offers complimentary fitness centre orientations for new members to ensure that you are comfortable in our facility, know the rules, protocols and how to use our equipment safely and effectively. Call or visit Guest Services at 403.278.7542 to register for your orientation.

What is the role of the fitness monitor in our fitness centre?

The fitness monitor’s job is to keep our facility clean and operational as well as to answer your questions regarding our facility or equipment use. Feel free to approach them at anytime for help or with suggestions to help us improve our facility and services.

What extra services does Trico Centre offer in our facility?

FITNESS: Trico Centre offers extra fitness services such as personal training, nutrition services and high performance training packages for groups or individuals requiring more specialized instruction. We also offer a small selection of “registered group fitness programs” that offer higher level classes in consistent groups for better progression, offered at 50% off for members.

OTHER SERVICES:

All sorts of **registered programs** for all ages including learn to skate, learn to swim, dance, gymnastics, sports, karate, crafts, day camps, fitness and more. All members are entitled to 20% off of these programs.

Comprehensive **before and after school care program** from September – June.

Kids Korner childcare facility on site for members and non-members.

Parties... Birthday parties, Christmas parties, School year end parties, sport team events, Boy Scout and Girl Guide events.

School activities...including swimming lessons and specialized fitness programs.

High Performance for groups and individuals.

Corporate Wellness fitness options and programs.

Who do I talk to for more information or to provide feedback/suggestions?

Fitness: fitness@tricocentre.ca

Guest Services Kim Leong, Guest Services Director
kleong@tricocentre.ca

Marketing: marketing@tricocentre.ca

Further information on all of our programs and services can be found online at: www.tricocentre.ca