



## 2025 FAQ's Rates and Fees – Internal Only

### Customer Experience

#### **Why is the Annual All Facility Pass no longer available on a payment plan?**

- To streamline processes and meet midmarket standards with neighbouring communities, Annual All Facility Passes must now be paid in full at the time of purchase.

#### **Why did the Annual All Facility Pass increase and nothing else?**

- The Town is dedicated to offering affordable rates and exceptional value through the All Facility Pass. The price adjustment reflects midmarket comparisons with neighbouring communities, while still providing cost savings compared to a monthly pass.

#### **Why is the 3-Month Pass being discontinued?**

- Simplifying Pass options.
- The Continuous All Facility Pass offers flexibility as a great alternative.

#### **Can I purchase an Annual All Facility Pass before January 1, 2025 to lock in the old rate?**

- Yes! Purchases made before January 1, 2025, with the effective start date prior to January 1, 2025 will be at the current rate.

#### **Will there be any other promotions?**

- Promotional Passes may occur throughout the year and will be posted on our website.

#### **What's the alternative to the discontinued 3-Month Pass?**

- The Continuous All Facility Pass offers a flexible option.

### **Can I suspend my Annual All Facility Pass if I need a break?**

- Yes, suspensions are allowed once for up to 90 days during the Pass duration.

### **Can I transfer my Pass to someone else?**

- All 1-Month, Continuous, and Annual All Facility Passes are non-transferable and must be used only by the Pass holder.
- 10x All Facility Pass can be shared with someone same age category

### **Will I get a refund if the facility is closed for maintenance?**

- No, closures are included in the price of the Pass, and refunds or extensions are not provided.

### **What if I miss a payment on my Continuous All Facility Pass?**

- A \$35 fee will be charged for NSF or declined payments, which must be cleared before purchasing a new pass.

### **If I purchase an Annual All Facility Pass, do I still get the loyalty extension?**

- No but instead, The Annual All Facility Pass effective January 1, 2026 will be the equivalent of 12 months for the price of 11 months. (January 1, 2025 will be slightly less)

### **Will you still receive the 15% discount on Program registration as an Annual All Facility Pass holder?**

- Yes

## **Key Message:**

### **1. Commitment to Value and Flexibility**

- The Town of Okotoks remains committed to offering affordable, flexible, and value-driven options for facility access.
- Adjustments to Pass pricing and options ensure alignment with midmarket standards while maintaining affordability.

### **2. Rationale for Changes**

- The Annual All Facility Pass payment process has been updated to streamline operations and align with industry practices.
- Discontinuing the 3-Month Pass simplifies Pass options and enhances service delivery.
- The Continuous All Facility Pass provides a more flexible alternative to the 3-Month Pass.

### **3. Opportunities for Current Pricing**

- Customers can lock in the current rate for Annual All Facility Passes by purchasing or renewing before January 1, 2025. With the effective start date prior to January 1, 2025 will be at the current rate.
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### **4. Promotions and Adaptability**

- Promotions may occur throughout the year and will be communicated via the Town's website.
- Customers have the flexibility to suspend their Annual All Facility Pass, once for up to 90 days if needed.