

Member FAQ's



Q: When will the membership cap take effect?

A: There is no expected date at this time, and we are closely monitoring usage levels for now. We will keep everyone informed in advance should a membership cap take effect.

Q: If I cancel my membership for vacation, would I have to go on a waitlist when I return?

A: If there is a need to cap memberships, it would require that any new Members or returning former Members be placed on a waitlist accordingly.

Q: How long will the membership cap be in place?

A: If there is a need to cap memberships, it will be in place for as long as required to maintain a safe and more positive experience.

Q: If there is a membership cap, can I renew my Annual Full-Pay membership?

A: If there is a need to cap memberships, Annual Full-Pay and Monthly Continuous Members may continue to extend their membership indefinitely.

Q: Does a membership cap mean I can't buy a 10-pass or a 30-day card?

A: Full details on a potential membership cap, if required, will be communicated closer to that time.

Q: Can I renew my 10-pass or 30-day card with this cap in place?

A: Full details on a potential membership cap, if required, will be communicated closer to that time.

Q: When is the LEAP project going to be finished?

A: Our target completion is Early 2027

Q: Will there be more parking spaces when it's done?

A: There are ongoing parking lot solutions in discussion – our future partnership with Calgary Parking should help to address some concerns. We anticipate most parking stalls taken up by construction will be returned to use.

Q: What does “limits to bookable space” mean?

A: A potential reduction to the number of available spaces that can be rented out by various groups.

Q: What does it mean to “explore the timing of offerings”?

A: To potentially stagger the start / end times at which services are offered in an effort to spread usage out and minimize congestion.

Q: What does “revisions to space allocations mean”?

A: As per our Dual Mandate from the City of Calgary (to serve the recreation needs and high-performance athletes), we may further adjust how spaces are assigned in order to appropriately serve both groups.

Q: Can Member Hours be in effect all the time?

A: The intention of Member Hours is to alleviate congestion during peak usage of the Centre. Drop-Ins can be purchased outside of Member Hours as we typically have space during these times.

Q: Why do you let clubs train/practice during Member Hours?

A: As per our Dual Mandate, Sport Partner clubs and their athletes/coaches are considered Members of the Centre.

For any other questions, please contact customerservice@mnpcentre.com.