



# Pay What You Can FAQ

## About the Community Access Program

- We offer the walking/running track for free four days a week. We encourage people to take advantage of this when it's in line with how they want to exercise / participate in activity.
- We have a limited number of PWYC Memberships. These are provided through referral.
- Based on the fact we have limited memberships, the PWYC memberships are ideal for those who want to visit the facility 3-4 times a week and make the Sportsplex part of their routine. For someone who wants access but less often (i.e. once a week for yoga, a few times a month to swim, etc.), we can discuss and provide punch passes.
- In the past, we had the Thrive program, which many folks still refer to. We no longer have Thrive funding and our Community Access Program is funded by the facility and the Zatzman family donation as well as "pay-what-you-can" funds.

## Submitting Your Referral

- The Zatzman Sportsplex does not have a fax machine. Please scan and email any referral forms to [info@zatzmansportsplex.com](mailto:info@zatzmansportsplex.com)
- If you are referring a couple, please submit two separate adult membership forms. If you are referring a family with children and/or youth, please submit a family membership form.

## How Members Make Payments

- PWYC means the member can pay what they can, when they can for their membership. We don't set up a payment process or preauthorized payments. We expect referrers to discuss payment options with their clients.
- We encourage members to visit the Welcome Desk and make a payment to their account anytime and in any amount. The member lets the Welcome Desk know they'd like to make a payment and the Welcome Desk will provide them with a receipt.

## Responsibility as a Referrer

- If the Zatzman Sportsplex finds there are issues with a member (i.e. not abiding by facility rules and policies), we may reach out to the referrer to determine appropriate measures. Please ensure you are comfortable with this level of responsibility when making a referral.
- Referrers should explain to the member how the membership will work (i.e. payment process, how to pick up their membership, what they need to sign up, etc.)

- Membership certificates are in a folder behind the Welcome Desk once processed. Members can visit the Welcome Desk and let them know there's something available for pick up under their name.
- Members need to bring a photo I.D. when picking up their membership and registering their account. They will also need to have their photo taken to have on file. Please make sure they are aware of this.
- Applicants cannot hold another membership (paid, Pay What You Can, or a similar program) at another HRM facility. If applicants hold a membership at another facility but would like to join the Pay What You Can program at the Sportsplex, the referrer must ensure they cancel their previous membership at the other facility.

#### **Process for Referrals:**

- The referrer fills out the form and sends it to [info@zatzmansportsplex.com](mailto:info@zatzmansportsplex.com)
- We file the referral by date, referrals are processed in the order they are received. It may take up from 6 month to a year for your referral to be processed.
- The member picks up the certificate at the Welcome Desk. They should already have an HRM MyRec account set up before visiting. Register here: <https://www.halifax.ca/recreation/programs-activities/online-recreation-services>

Any other questions? Don't hesitate to email [info@zatzmansportsplex.com](mailto:info@zatzmansportsplex.com) with any inquiries