



### Code of Conduct

The Nelson & District Community Complex is a busy, client focused, multi activity, inclusive welcoming Community Centre.

To ensure the highest level of enjoyment for our Clients, the NDCC requests that all of our clients, from spectators to active users conduct themselves in a manner that creates a friendly and positive environment for recreational, sport and social activities in our facilities.

Participation in all recreation activities is a privilege and all participants are expected to:

- Act with courtesy and integrity while respecting the rights, welfare and dignity of others
- Act in a safe and responsible manner regarding themselves and others
- Treat all other clients, staff and facilities with respect.

Participants engaging in inappropriate behavior may have their privileges revoked.

### How to Request a Refund, Credit or Transfer.

We understand that changes in programming and life occur. Please review our customer service policy to ensure you are aware of your options in case of the unplanned.

#### Program Course Cancellations

Programs may be cancelled due to insufficient enrolment. In the event of a program cancellation, participants will be notified with as much time as possible (minimum of 48 hrs); a preference for a transfer into another available program, credit on account, or full refund will be made. Payment made by credit card will be refunded back on the card.

#### Withdrawals, transfers or refunds

##### 72 hrs prior to course start date

- Transfer to another course
- Full refund / credit provided w/no admin fee

Notes: If you registered online and used a credit card, your refund will be applied to your credit card.

Cash refunds up to \$49.99 provided, otherwise a cheque request for the refund will be accepted. Allow up to two weeks for processing.

##### 24 hrs prior to start date

Full refund with a 10% admin fee charged

##### Less than 24 Hrs notice

Refund will be provided MINUS: One Prorate class + a 10% admin fee

Note: the first class is considered being attended.

##### After course begins

Refund will be provided MINUS: Prorated class total based on session start date + a 10% admin fee charged

##### After 50% of course is complete

No refunds, transfers or credits will be provided

#### Special Circumstances

**Advanced Leadership Courses:** 7 days advanced notice required for a refund or credit. Refunds will not be granted to registrants who do not possess all the prerequisites or do not present them on the first day of course.

**Medical conditions:** Will be given special consideration for refunds (may require a doctor's note).

**Please contact customer service to request a transfer, credit or refund.**



# Admission & Hours of Operation

## Nelson & District Community Complex



**NDCC**  
Nelson & District Community Complex



Register online:  
[www.rdck.ca/recreation](http://www.rdck.ca/recreation)



## FACILITY INFORMATION

### Arena Ice bookings

NDCC ice July 30<sup>th</sup> 2018 – April 28<sup>th</sup> 2019

Civic Centre October 9<sup>th</sup> 2018 – March 24<sup>th</sup> 2019

To book arena ice, please contact Kristine Rye, Email: krye@rdck.bc.ca or PH: 250-354-4386 ext 5106

- Non Prime time ice rates are M-F 6am-3pm
- Prime time ice rates are M-F 3pm-12am, all day Saturday, Sunday & stat holidays
- Minor Sport is defined as 18yrs & younger with 90% of the users on ice falling within this age category
- Adult rate is defined as 19yrs+ with 90% of the users on the ice falling within this age category
- 1 hour of ice minimum per booking

RATES:	
Minor Sport Non Prime	\$73.72
Minor Sport Prime Time	\$99.06
Adult Non Prime Time	\$109.66
Adult Prime Time	\$155.66

Note: arena ice rates do not include tax.

# RDCK Wellness Pass

The RDCK Wellness Pass will allow pass holders entry into any of the RDCK's Community Complexes and Fitness Centres located in Castlegar, Creston, Nelson and Salmo during public admission times.

RDCK Wellness Pass Rates • All passes are subject to 5% GST.

Adult (19-59)	Term Length	Per Person Fee	Family Unit (With purchase of family student/youth)
	1 month	69.00	2nd Adult 59.00
	3 month	169.00	2nd Adult 149.00
	6 months	289.00	2nd Adult 249.00
	1 year	499.00	2nd Adult 425.00
Student (15-18)			(With one adult pass purchase)
	1 month	59.00	49.00
	3 month	129.00	99.00
	6 months	219.00	99.00
	1 year	379.00	99.00
Youth (2-14)			(With one adult pass purchase)
	1 month	44.00	39.00
	3 months	99.00	99.00
	6 months	159.00	99.00
	1 year	249.00	99.00
Senior (60-84)			(With purchase of family student/youth)
	1 month	59.00	2nd Senior 54.00
	3 month	129.00	2nd Senior 119.00
	6 months	219.00	2nd Senior 199.00
	1 year	379.00	2nd Senior 349.00

\*RDCK Wellness Pass for Golden Guests 80+

## Fall/Winter/Spring Hours Labour Day - Canada Day

Mo, We, Fr  
Tu, Th  
Saturday  
Sunday

Aquatic Centre	Fitness Centre
6am-9:30pm	5:30am - 9:30pm
6:30am-9:30pm	5:30am - 9:30pm
8am-8pm	8am - 8pm
10am-8pm	10am - 8pm

## Summer Hours Canada Day - Labour Day

Mo, We, Fr  
Tu, Th  
Saturday  
Sunday

Aquatic Centre	Fitness Centre
6am - 8pm	5:30am - 8pm
6:30am - 8pm	5:30am - 8pm
1pm - 6pm	9am - 6pm
1pm - 6pm	10am - 6pm

### CLOSED Statutory Holidays

New Years Day  
Easter Sunday  
Canada Day  
Victoria Day  
BC Day  
Labour Day  
Christmas Day  
Boxing Day

### OPEN Statutory Holidays

1:00pm – 5:00pm  
Family Day  
Good Friday  
Thanksgiving Day  
Remembrance Day

### Early Closures 5:00pm

Christmas Eve  
New Years Eve



## Admission Rates

	Family	Adult	Student/ Senior	Youth	Child
Daily Admission	\$13.35	\$6.43	\$5.00	\$3.35	\$2.41
1 Month Pass	\$126.70	\$64.78	\$46.92	\$31.70	\$22.63
3 Month Pass	\$304.78	\$157.14	\$114.29	\$76.20	\$54.29
6 Month Pass	\$533.35	\$271.43	\$197.14	\$133.35	\$95.27
1 Year Pass	\$914.29	\$466.70	\$338.12	\$228.57	\$161.92
10x Admission		\$57.90	\$45.00	\$30.00	\$21.40
20x Admission		\$103.00	\$80.00	\$53.40	\$38.20



Child minding drop-in: \$3.57  
Child minding 20x admissions: \$57.20  
Schedule and program info, pg. 5

Golden Guest:  
80+yrs FREE

Skate Rentals: \$2.85 + tax  
Helmet Rentals: \$0.95 + tax

Family: 2 adults & 3 children; Adult: 19-59; Senior: 60-79; Student: 15-18; Youth: 7-14; Child: 2-6; Tot: under 2 (Free); Golden Guest: 80+ (Free)

Note: Prices do not include taxes; 5% GST will be added to programs for ages 14 and older. Passes are non refundable and non transferable. Please wear your wristband on your wrist, ankle, laces, or bathing suit during your visit. Adults attending college/university need to show a valid student ID or verification of current enrolment to receive the Student Rate.

One Caregiver will be offered free access to the NDCC for each client with special needs during his/her visit.



### LOONIE/TOONIE TIMES

January 2nd, 2019 – June 30th, 2019

Sunday  
Monday 10:30-11:30am  
Tuesday  
Wednesday 5:45-6:45am  
Thursday  
Friday 5:30-6:30pm  
Saturday

Note: times are subject to change.

