

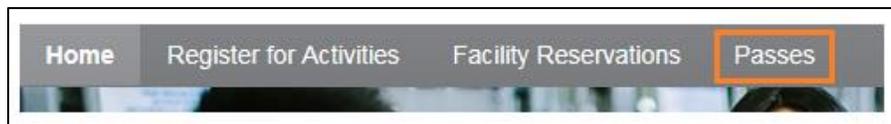
## HOW TO RENEW YOUR PASS ONLINE

To renew your 10-Visit or Flexipass online, go to the Vancouver Park Board [online registration and reservation system](#) and log in to your online account.

If you have problems logging into your existing My Account, please try the **Forgot your Password?** link in the sign in box.

If you are still unable to access your account, please contact us at 3-1-1 within Vancouver or 604-873-7000 outside of Vancouver and we will be happy to assist you. Please do not create a new customer account.

**Step 1:** Select **Passes** from the main menu, at the top of the screen.



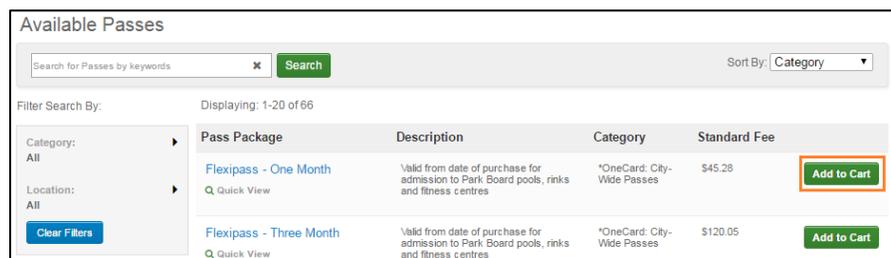
**Step 2:** All **Current Memberships** will be listed. To renew a current active pass, click the **Renew** button.



A screenshot of the 'Current Memberships' section. It displays a table with the following columns: Pass Name, Status, Expiration, Max Passes, and Max Uses. A 'Renew' button is highlighted with an orange box next to the 'Usage Pass - 10 visits' row.

| Pass Name              | Status | Expiration   | Max Passes | Max Uses |
|------------------------|--------|--------------|------------|----------|
| Usage Pass - 10 visits | Active | Feb 17, 2018 | 1          | 10       |

If your pass has **expired OR** you are changing the duration of your pass (i.e. 3 month Flexipass to a 12 month Flexipass), select a new pass from the list of **Available Passes** and click **Add to Cart**.



A screenshot of the 'Available Passes' section. It shows a search bar, a 'Sort By' dropdown, and a table of pass packages. Two 'Add to Cart' buttons are highlighted with orange boxes.

| Pass Package            | Description  | Category                   | Standard Fee |
|-------------------------|--|----------------------------|--------------|
| Flexipass - One Month   | Valid from date of purchase for admission to Park Board pools, rinks and fitness centres | *OneCard: City-Wide Passes | \$45.28      |
| Flexipass - Three Month | Valid from date of purchase for admission to Park Board pools, rinks and fitness centres | *OneCard: City-Wide Passes | \$120.05     |

**Step 3:** Select the number of time periods for the renewal. Once completed, click **Add to my Cart**.

Please select a renewal option from the following choices, then click **Add to my Cart**

▼ Renewal Choices

|                                  | Periods | Expires                    | Price    |
|----------------------------------|---------|----------------------------|----------|
| <input checked="" type="radio"/> | 1       | Feb 17, 2020, Max Uses: 20 | \$49.20  |
| <input type="radio"/>            | 2       | Feb 16, 2022, Max Uses: 30 | \$98.41  |
| <input type="radio"/>            | 3       | Feb 16, 2024, Max Uses: 40 | \$147.61 |
| <input type="radio"/>            | 4       | Feb 15, 2026, Max Uses: 50 | \$196.81 |
| <input type="radio"/>            | 5       | Feb 15, 2028, Max Uses: 60 | \$246.02 |
| <input type="radio"/>            | 6       | Feb 14, 2030, Max Uses: 70 | \$295.22 |

**Step 4:** The current pass holder will be automatically assigned to the renewed pass. Click **Continue**.

Please choose a participant. If you need to modify your personal or family member information, click **My Account**

▼ Pass Passes for Usage Pass - 10 visits

Select Participant 1 Anna Buckley  
Status Pass assigned

When you are finished, click **Continue**

**Step 5:** Review fees on Pass Details page and click **Continue**.

▼ Pass Detail for Usage Pass - 10 visits

Participant(s) Anna Buckley [Change Participant\(s\)](#)

**Fees / Discounts**

Enter coupon code  **Apply**

| Include?                            | Charge Name                         | Charge Description | Quantity | Unit Fee | Total Price |
|-------------------------------------|-------------------------------------|--------------------|----------|----------|-------------|
| <input checked="" type="checkbox"/> | PB Adult (19-64 yrs) Usage Pass Fee | --                 | 1        | \$46.86  | \$46.86     |
| <b>Sub-Total:</b>                   |                                     |                    |          |          | 46.86       |
| <b>Total:</b>                       |                                     |                    |          |          | 46.86       |

When you are finished, click **Continue**

**Step 6:** Review the shopping cart and, if needed, make any changes. Once you are finished, click **Proceed to Checkout**.

| Participant: Anna Buckley   |                |
|---|----------------|
| Description   | Amount         |
| <a href="#">▶ Renewal of Usage Pass - 10 visits</a> <a href="#">✎ Edit</a> or <a href="#">✖ Remove this membership</a> , <a href="#">Purchase Another</a> | \$46.86        |
| <hr/>   |                |
| Subtotal for Anna Buckley:  | \$46.86        |
| Taxes:  | \$2.34         |
| Total Charges:  | \$49.20        |
| <b>Due Now:</b>   | <b>\$49.20</b> |

[Proceed to Checkout](#)

**PROBLEMS WITH YOUR SHOPPING CART?**

 If you see an **Incomplete Entry** try the edit or remove buttons to the left of the message.  
[Learn more about these messages.](#)

Continue Shopping: [Add from Wish List](#) | [Add Activity](#) | [Add Passes](#)

**Step 7:** Enter credit card information. The credit card information can be saved by placing a checkmark in the box labelled “**Save this card for future transactions**”. Click **Pay and Finish**

**Secure Payment**

\* Select Card Type

\* Credit Card Number \* Expires

ACT\* or Active Network will show up on your credit card statement for this payment.

\* Security Code CVC or CVV   
 

The last 3 digits on the back of the credit card or for AE, the 4 digits on the front of the card. For your protection, we do not keep it after the transaction is completed.

Save this card for future transactions  
[Saving Credit Card Security Guarantee](#)

[Pay and Finish](#)

**Step 8:** Select **View or Print Receipt** to access your receipt. The receipt can also be found under **My Payment Receipts** in **My Account**.

**Thank you!**

> [Home Page](#) > Thank you!

Your order is complete

[View or Print Receipt](#)