



October 27, 2020

MEMO TO : Park Board Commissioners

FROM : Donnie Rosa  
General Manager, Vancouver Board of Parks and Recreation

SUBJECT : **COVID-19 Flexipass Options – Board Briefing Memo**

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Dear Commissioners,

I am writing to notify you that Flexipasses will once again be accepted at Park Board facilities, and that an e-blast will be sent later today to all Flexipass holders notifying them of upcoming changes for using their passes, and their options moving forward.

Flexipasses were temporarily suspended on March 16 when facilities were closed due to the COVID-19 pandemic. Starting October 31, the Park Board will be accepting Flexipasses at pools and fitness centres (and for skating drop-ins when that activity resumes early next month).

Since the closure and subsequent reopening of facilities, many things have changed, including Park Board service levels, facility operations, and user demand. Flexipasses were designed for regular, drop-in users, and with the introduction of capacity limits, and an online reservation system to support controlled access to Park Board recreation facilities, it was necessary to re-engineer how Flexipasses could continue to be used while maintaining value for patrons.

As a result, we are offering existing Flexipass holders four options moving forward, to give them the flexibility to make the best choice, depending on their individual preferences:

- a) reactivate pass;
- b) convert remaining Flexipass value to credit on Vancouver Recreation account;
- c) request a refund; or
- d) keep pass temporarily suspended.

### **Reactivation**

Beginning today, Flexipass holders can choose to reactivate their pass for use with the time remaining as of March 16. Reactivation will take up to five business days and will be live as early as October 31.

Flexipass and 10-visit pass holders will be able to book pool and fitness centre sessions three days in advance, starting at noon on October 28. Pass holders can also use their pass for non-reserved drop-in spots.

### **Account Credit**

Due to new reduced facility capacities we cannot ensure that all Flexipass holders will be able to visit as often as they would like, or at their preferred time or day. Given these new limitations, some Flexipass holders may choose not to reactivate, and instead transfer the value of their pass to their account, which can take up to five business days, and use it to



purchase 10-visit passes, drop-in sessions or programs. People who choose this option will receive two bonus drop-in visits.

### **Refund**

Flexipass holders who do not wish to reactivate their pass or transfer the value of their pass to credit on their account can request a refund. Refunds will be prorated based on time elapsed on passes prior to March 16 when Park Board facilities closed, not including any promotional value. This process may take up to six weeks to complete.

### **Maintain Temporary Suspension**

Flexipass holders who do not wish to choose any of the three options above may also decide to continue the temporary suspension of their Flexipass. Patrons who choose this option do not need to take any action, the Flexipass will remain temporarily suspended.

Safely resuming activities and providing alternatives to Flexipass holders is a complex undertaking and has required a coordinated, multi-departmental team effort. Communicating, gathering, and processing Flexipass changes requires a secure method of collecting personal data and processing thousands of requests and financial transactions without patrons visiting community centres in person.

Changes to Flexipasses will be processed online at [Vancouver.ca/Flexipass](http://Vancouver.ca/Flexipass). Staff have provided options for patrons who are unable to submit an online request. Pass holders can contact staff either by email at [pbrefunds@vancouver.ca](mailto:pbrefunds@vancouver.ca), or by phone at 604-257-3050, Monday to Friday, 9:00am to 4:30pm.

Staff will continue to closely monitor the impact of the COVID-19 pandemic to ensure the safe operation of Park Board facilities and will make any necessary changes to procedures or protocols, based on guidance and direction from the Provincial Health Officer. Any changes to facility operations or programs will be communicated swiftly to staff, patrons, and the general public.

Regards,

A handwritten signature in black ink, appearing to read "Donnie Rosa", with a long horizontal flourish extending to the right.

Donnie Rosa  
General Manager - Vancouver Board of Parks and Recreation

/ee/dw/cu/clc

Copy to: PB Senior Leadership Team  
PB Recreation Leadership Team  
PB Communications