

# LRC REWARDS PROGRAM FAQ

Sign up today for our new Rewards Program with Guest Services and start earning!

For more information, visit [Leduc.ca/rewards](http://Leduc.ca/rewards)

## EARN POINTS AND REWARD YOURSELF!

EVERY DOLLAR YOU SPEND  
EARNS YOU 1 POINT\*.

Item	Points to Redeem
LRC Water Bottle	500
LRC Sport Towel	750
LRC Duffle Bag	1000
LRC Swell Water Bottle	1500
LRC \$50 Gift Card	2000
LRC \$100 Gift Card	3000
LRC \$150 Gift Card	4000
LRC \$200 Gift Card	5000
LRC \$250 Gift Card	6000
LRC \$300 Gift Card	7000
LRC \$350 Gift Card	8000
LRC \$400 Gift Card	9000
LRC \$450 Gift Card	10000
LRC Annual Membership	11000

\* Eligible purchases with points are as follows: LRC Memberships, Registered Programs, Personal and Group Training Services, Alexandra Outdoor Pool Season Pass. Please Note: Day Admissions and Flex Pass purchases do not earn points.

### 1. WHAT IS THE LRC REWARDS PROGRAM?

It is FREE program being offered at the LRC to reward you for purchases made and money spent on eligible products, services, programs and memberships.

### 2. WHO IS ELIGIBLE?

All patrons of the LRC are eligible to participate in our rewards program! The same as your Live.Leduc account, all family members in the same household will be signed up under one account so you can earn points together.

### 3. HOW DO I SIGN UP?

Enrolment in the program is not automatic, patrons must sign-up in person with our LRC Guest Services team. An email must be provided at time of sign-up to be added to the program.

### 4. HOW DO I EARN POINTS?

For every dollar spent you will earn 1 point\*.

### 5. WHAT PRODUCTS, SERVICES, PROGRAMS, MEMBERSHIPS ARE ELIGIBLE TO EARN REWARD POINTS?

LRC Memberships  
Registered Programs  
Personal and Group Training Services  
Alexandra Outdoor Pool Season Pass  
Please Note: Day admissions and Flex Pass purchases do not earn points.

### 6. HOW WILL POINTS BE AWARDED?

All products, services, programs and memberships purchased from question 5 by a rewards member will automatically earn points.

### 7. CAN FAMILY MEMBERS SHARE POINTS, CAN POINTS BE TRANSFERRED TO OTHER REWARD MEMBERS?

Points will be awarded on a per person basis. Points cannot be transferred from one person to another unless it is family members living within the same household or sharing the same account.

### 8. HOW DO I KNOW HOW MANY POINTS I HAVE?

Please contact the LRC Guest Services team and they will look up your account details.

### 9. DO MY POINTS EXPIRE?

Yes, after two years of inactivity (either earning or redeeming), points will be null and void.

### 10. HOW CAN POINTS BE REDEEMED FOR REWARDS?

Members wishing to redeem their accumulated points for rewards must do so in person with our LRC Guest Services team.

### 11. WHAT REWARDS ARE AVAILABLE?

Currently, points can be redeemed for an LRC Water Bottle, LRC Sport Towel, LRC Duffle Bag, varying set denominations of LRC Gift Cards (see table on left) and/or an LRC annual membership.

### 12. WHAT HAPPENS IF I WANT TO WITHDRAW OR CANCEL MY ACCOUNT?

The account would be closed upon your request and the points would then be null and void as there is no cash value associated.