



# smart scan

smart. fast. simple.



## I am a current member, how do I receive my Smart Scan wristband?

Please see guest services and they will assist in setting up your Smart Scan wristband.

## Can I pick up my family member's Smart Scan wristband on their behalf?

If we have a current photo on file for your family member's account, you are able to pick up their wristbands for them. If they do not have a current photo on file, they will need to come in and pick up their wristband.

## Does everyone in my family membership need a Smart Scan wristband?

Yes, all members associated with your family membership ages 3 and over will need to wear their wristband at all times.

## Do I need to continue to scan in at guest services?

No, your Smart Scan wristband allows you to access multiple areas of the facilities at MIP including; Fitness Change rooms, Syncrude Aquatics Centre Change rooms, The Fitness Centre, The High Performance Training Centre, Don Scott McMurray Law Office Badminton Centre, The Studio, and the Indoor Playground.

## What if I forget my Smart Scan wristband?

If you forget your Smart Scan wristband, you can check in at Guest Services for a temporary wristband.

## What if I lose my Smart Scan Wristband?

If your Smart Scan wristband is lost, damaged, or stolen there is a \$10 replacement cost for a new one.

## Are Smart Scan wristbands waterproof?

Yes, the wristbands are waterproof and can be worn while in the Syncrude Aquatic Centre.

## What is the Smart Scan wristband made of?

The Smart Scan wristband is made of silicone and includes an RFID chip.

## Why is my child's wristband a different color?

All children ages 7 and under are required to wear a red wristband within the MIP facility, to highlight that they must be within arm's reach of a guardian at all times when using in the Syncrude Aquatic Centre.

## What happens to the wristband if my membership expires?

The wristband will become inactive until you renew your membership and you will be unable to scan into the facility.

## My child is turning 8 soon, do we need to get a new wristband for him/her?

Once your child has turned 8 please see guest services to trade in the red Smart Scan wristband for your child's new blue wristband at no cost.

