



UPDATED Tuscany Club Response to COVID-19

Tuesday, March 24, 2020

The Tuscany Residents Association recognizes the importance of implementing extra mitigating measures to help decrease the spread of the COVID-19 virus, as it continues to extend throughout the globe. The health and safety of our residents, employees, patrons, and partners is our top priority. In response to the local state of emergency enacted by the City of Calgary, the Tuscany Club and all of its amenities will be CLOSED indefinitely and programs suspended to help mitigate the COVID-19 outbreak. Please follow our Facebook & Instagram, visit www.tuscany-connect.com, and watch for email communications for further updates.

What about programs?

- *All program registrations are currently closed and will re-open under the guidance of the government authorities including AHS, the City of Calgary, and the Governments of Alberta.
- *We will begin placing credits on account for both Spring 1 and Spring 2. Members will receive a credit to account which will first be applied to any upcoming Resident Association fees and the balance (if any) can be used for any future programs.
- *All program credits will be processed and administered at one time by April 30, 2020.
- *Should you need any assistance applying these credits please contact the Tuscany Club.
- *A cheque refund may be requested for refunds in excess of \$25, however, a \$15 administrative processing fee will be deducted. Please email recreation@tuscanyclub.ca to request a cheque refund.
- * If/when permitted, we will re-open select Spring 2 classes for re-registration. At such time, Spring 2 programs will be pro-rated if necessary at registration.
- *We will continue to re-evaluate our Day Camp Programs with guidance from governing authorities and all updates will be on our Social Media pages and website as they become available

What about facility rentals?

- *All facility rental bookings have been cancelled and refunds administered
- *We will not be accepting any new bookings at this time and will update our policies once we re-open based on government authority guidelines.

What about upcoming Resident Association fees?

- *Residents are reminded that Tuscany Residents Association annual fees are still due as of April 30, 2020. We will still mail out invoices, however, you do not need an invoice to make payment.
- *All fees are applied automatically to each address and will be available for payment anytime after April 1, 2020.**
- *At this time, we have waived all late fees and no interest will be applied.
- *Many residents will have program fee credits on their accounts that should have been deducted from your fees already. If this is not the case and you need assistance applying these credits, please call the Tuscany Club.
- *We will not be accepting any in person payments. Please use one of the following methods to make annual fee payments:
 - CHEQUE - Mailed to 212 Tuscany Way NW Calgary, Alberta T2L 2J6. Please make your cheque payable to the Tuscany Residents Association. There will be a \$50.00 charge on all returned cheques.
 - OVER THE PHONE – Please call 403-241-6402, to pay using a Visa, MasterCard or American Express.
 - ONLINE - Via www.tuscany-connect.com (Click on 'Pay Your Fees' at the bottom of the homepage).
- Note: There is a \$5 convenience charge to use the online payment system, which will be applied automatically to all online accounts.**

*You will require your membership number to create an online account and pay. This can be found on your invoice once you receive it (pass #).