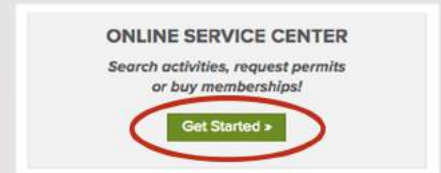


CYBER MONDAY • MEMBERSHIP SALE

40% OFF MEMBERSHIPS | NOVEMBER 27 • 12:00 AM - 11:59 PM

How To Purchase a Cyber Monday Membership

1. To access your account and make purchases online, we must have your **email address** on file. Check with the front desk or call any Denver recreation center to be sure we have all required information.
2. On November 27, visit us online at **DENVERGOV.ORG/RECREATION**
3. Click the green 'Get Started' button on the right side of the page under the *Online Service Center*.
4. On the top right of the page, click "Sign In."
5. Using your email address and password, log in to your account.
 - If you forgot your password or have not set one, click "**Forgot your password?**" and follow the steps to set a new one.
 - If you are a new customer or do not have an account, click "**Create New Account.**"



6. Next, click the "Memberships & Visit Passes" tab on the navigation bar.



7. Using the keyword "Cyber" search for the Cyber Monday memberships. Click the "Add to Cart" button next to the desired membership and follow the steps to complete your transaction.

Membership Package	Description	Category	Standard Fee	Action
***Cyber Monday: Individual Adult (25-64) Quick View	Individual: 40% Off - Discount applied at checkout	Annual	\$369.00	Add to Cart

8. After your online purchase is complete:
 - New Customers: Bring your photo ID to any Denver recreation center to have your picture taken and receive your new key tag.
 - Existing Customers: No further steps are required - you may continue to use your current key tag.

NOTE: Beginning January 2018, Denver residents ages 60+ may be eligible to receive free recreation center access through the new **MY Denver PRIME** membership! For information on how to qualify, visit the front desk.

CYBER MONDAY • MEMBERSHIP SALE

40% OFF MEMBERSHIPS | NOVEMBER 27 • 12:00 AM - 11:59 PM

Frequently Asked Questions

1. What are the general CYBER MONDAY guidelines and restrictions?

- One-day sale only on Monday, November 27, 2017 (12:00 a.m. – 11:59 p.m.)
- Sale available online only (not available at recreation centers)
- Sale includes Individual Annual Regional Memberships only
- Balance of Current Memberships will be forfeited (no credits)
- Sale can not be combined with other discounts (ie: PLAY, employee, corporate, etc.)

2. What is the discounted pricing on Cyber Monday?

All INDIVIDUAL Annual Regional Memberships are **40% Off** the base price.

Youth (2-18)	\$30.00	Adult (25-64)	\$221.40
Young Adult (19-24)	\$162.00	Senior (65+)	\$71.40

3. What should I do to prepare for the CYBER MONDAY sale?

- Create/update your account (see reverse) to include a valid email address
- Test your password prior to Cyber Monday (see reverse)
- Contact any Denver recreation center to cancel your current month-to-month membership prior to November 27. Balance of current memberships will be forfeited.

4. What if I need help?

Telephone representatives will be available during normal business hours to help answer questions and assist you with your purchase. For assistance, call any Denver recreation center.

5. What if I need help after business hours?

Email PR_onlineservicecenter@denvergov.org with a brief description of your issue. A representative will get back to you as soon as possible.

6. The system says "Invalid login name or password," what do I do?

Reset your password using "Forgot your password?" If the issue continues, call to confirm your email address is correct.

7. My account information is incorrect. How do I change it?

Only parks and recreation staff can change account details. Contact us during normal business hours for assistance.

8. How do I begin using my membership?

After your online purchase is complete:

- New Customers: Bring your photo ID to any Denver recreation center to have your picture taken and receive your new key tag.
- Existing Customers: No further steps are required - you may continue to use your current key tag.

NOTE: Beginning January 2018, Denver residents ages 60+ may be eligible to receive free recreation center access through the new MY Denver PRIME membership! For information on how to qualify, visit the front desk.

