

# CHECKING YOUR MEMBERSHIP USAGE/AVAILABLE SESSIONS:

Sign into your Bell MTS Iceplex account here >> [Online Services \(activecommunities.com\)](https://www.activecommunities.com)

Once you are on your account page, select Memberships at the bottom.



## Account Options for Dustin Madrigga



Dustin Madrigga [Edit](#)



[Password And Security Info](#)

### Balance

[View Details](#)

Credit on account --

Due now --

[Pay On Account](#)

### Payment and Order Management



Change Auto-Charge Payments



Saved Credit Cards



Transaction and Payment History



Account Payment Details

[Account Deposits List](#) | [Scholarships List](#)

### Madrigga's family

#### Dustin Madrigga

Head of Household

Birth date: Jun 16, 1986

Role: Family Member

#### Michael Madrigga

Birth date: Jun 16, 2014

Role: Family Member

[Manage Family Member](#)

[View Family Members Schedule](#)

### Other Service



Manage Wish List



Memberships

On your membership page within your account, it should show any sessions on your account. **If there aren't showing, it means that you either did not have sessions to carry over or have not yet emailed Dustin to have your sessions transferred to your new account. If you would like to confirm, please email [dmadrigga@tNSE.com](mailto:dmadrigga@tNSE.com).** Please note you may have to select your child from the drop-down menu to see what sessions are on account:

## Memberships

Dustin Madrigga

Package	Pass Number	Status	Expiration	Max Uses(Available Uses)	Current Month Usage	Past Month Usage	All Usage
Ice Lab Goalie Session Pick 1	AN00000079	Cancelled	Oct 28, 2021	No limit	0	0	0
Ice Lab Goalie Session - Pick 10 (Galaxy 3 Uses)	AN00000079	Cancelled	Oct 28, 2021	No limit	0	0	0
Ice Lab Goalie Session - Pick 5 (Galaxy 2 Uses)	AN00000079	Cancelled	Oct 28, 2021	No limit	0	0	0
Ice Lab Goalie Session Pick 1	AN00000079	Cancelled	Oct 25, 2021	No limit	1	0	1
Ice Lab Goalie Session - Pick 10 (Galaxy 6 Uses)	AN00000079	Cancelled	Oct 26, 2021	No limit	0	0	0
Ice Lab Goalie Session - Pick 10 (Galaxy 6 Uses)	AN00000079	Cancelled	Oct 19, 2021	No limit	0	0	0

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20 results per page

## PURCHASING A MEMBERSHIP

To purchase a membership, visit [bellmtsiceplex.ca](http://bellmtsiceplex.ca) and click "Manage Account" on the top of your screen or click [here](#). Next, select memberships on the top left menu bar. This will then bring you to the membership page where you will be able to select your membership package that you wish to purchase.

## Membership Search

> Home Page > Membership Search

Search for Memberships by keywords

Search

Sort By: Category

Filter By:

Displaying: 1-7 of 7

Category:	Name	Description	Category	Standard Price	Action
All	Adult Strength & Conditioning - Drop In		Adult	\$16.00	<a href="#">Add to Cart</a>
Location:	Adult Strength & Conditioning - Monthly Recurring	Auto Renewal	Adult	\$115.00	<a href="#">Add to Cart</a>
All	Adult Strength & Conditioning - One Month		Adult	\$155.00	<a href="#">Add to Cart</a>
Clear Filters	Athlete Training Program - One Month		Adult/Youth	\$210.00	<a href="#">Add to Cart</a>
	Ice Lab Goalie Session Pick 1	1 Private Goalie Lesson	Ice Lab	\$75.00	<a href="#">Add to Cart</a>
	Ice Lab Goalie Session Pick 10	10 Pack of Private Goalie Lessons	Ice Lab	\$650.00	<a href="#">Add to Cart</a>
	Ice Lab Goalie Session Pick 5	5 Pack of Private Goalie Lessons	Ice Lab	\$350.00	<a href="#">Add to Cart</a>

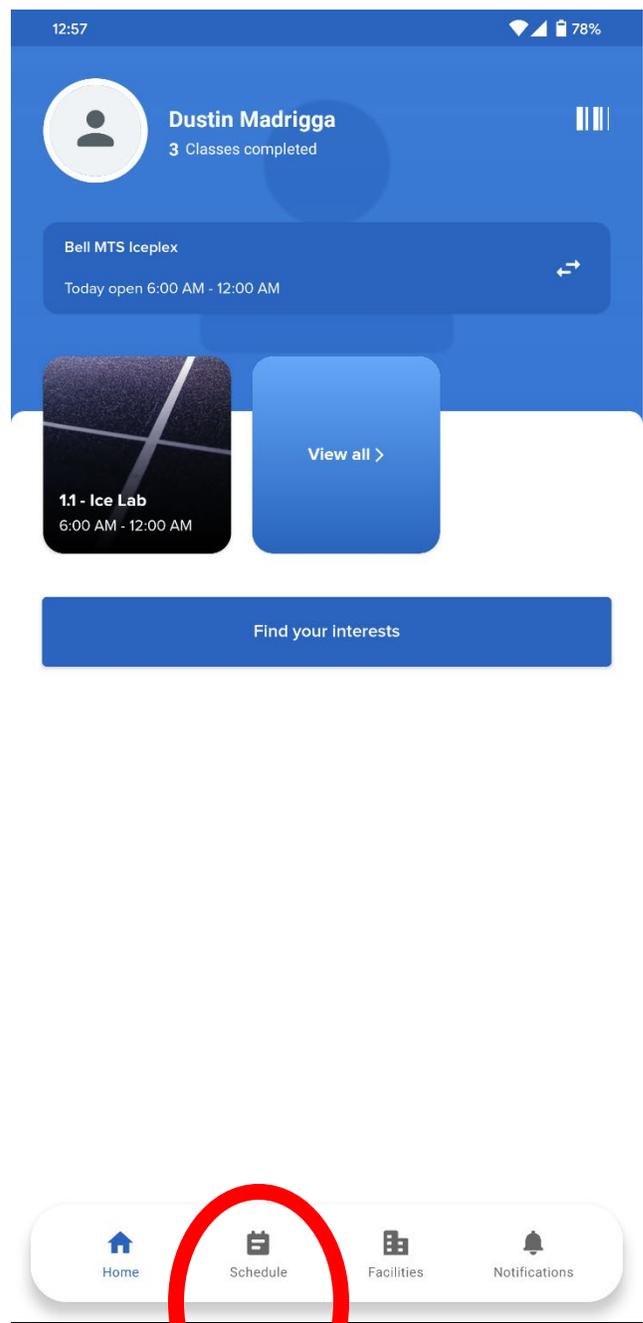
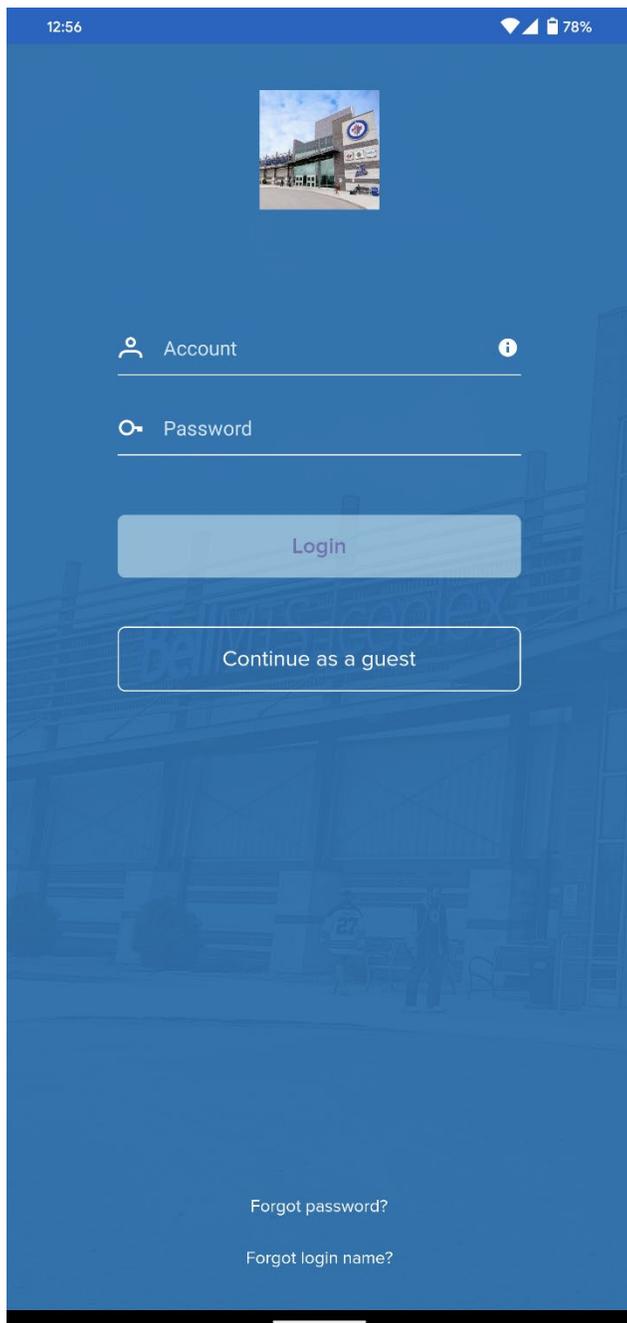
## BOOKING ICE LAB SESSIONS – NEW BELL MTS ICEPLEX HOCKEY APP

To book sessions, you will first need to install the new Bell MTS Iceplex Hockey app in either the Apple App Store or Google Play Store. Simply type in Bell MTS Iceplex Hockey in the search bar in either app store or click on the appropriate link below. **Bookings will be done entirely through this app.**

[Google Play Store: Bell MTS Iceplex Hockey App](#)

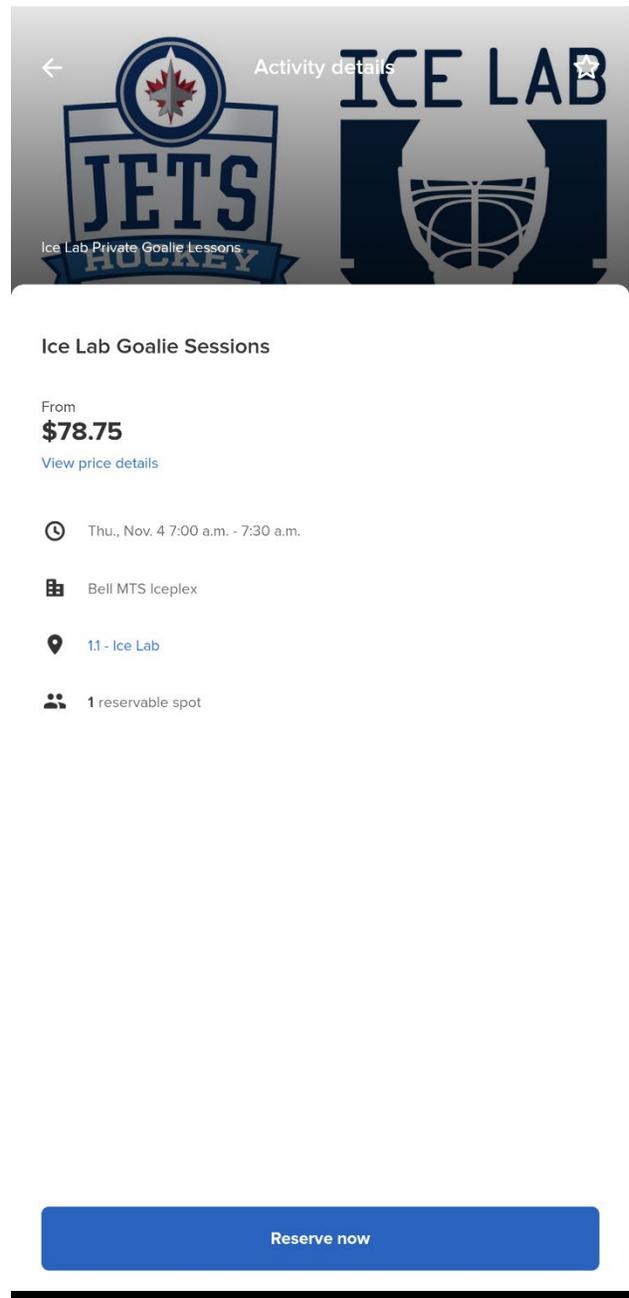
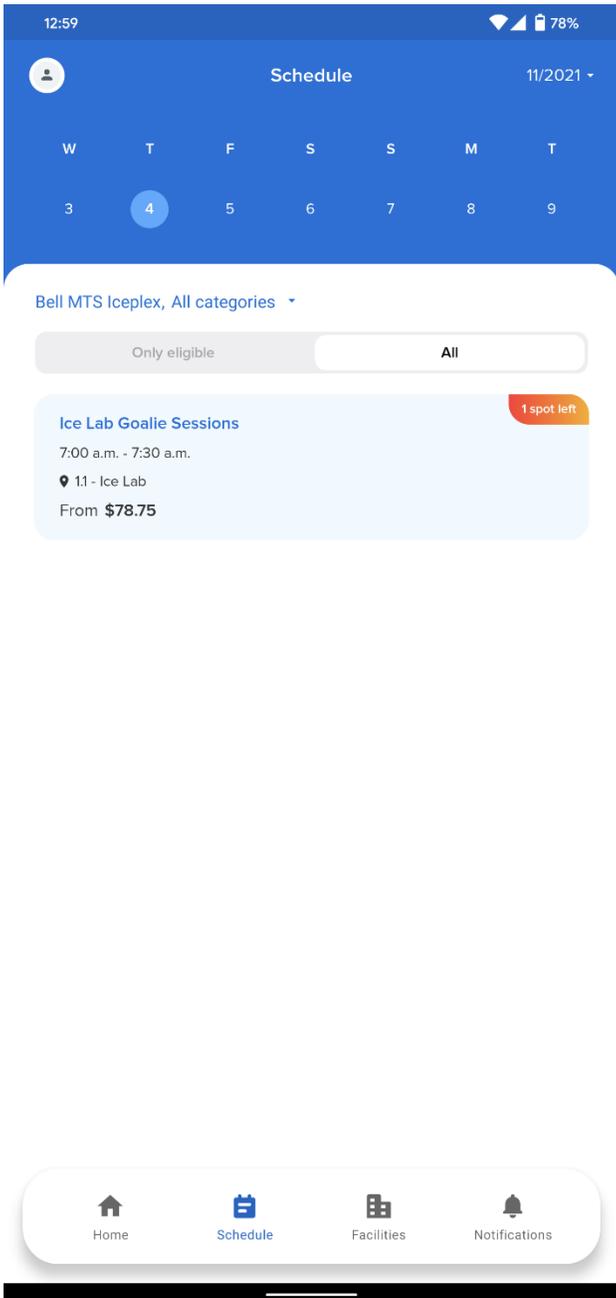
[Apple App Store: Bell MTS Iceplex Hockey App](#)

Once installed, upon opening the app, you will need to login to your Bell MTS Iceplex account associated with your membership package. Once logged in your next step is to select “Schedule” on the bottom of the screen. **DO NOT** select where it says Ice Lab as that will only show you the facility details. You must select Schedule in order to begin the booking process.

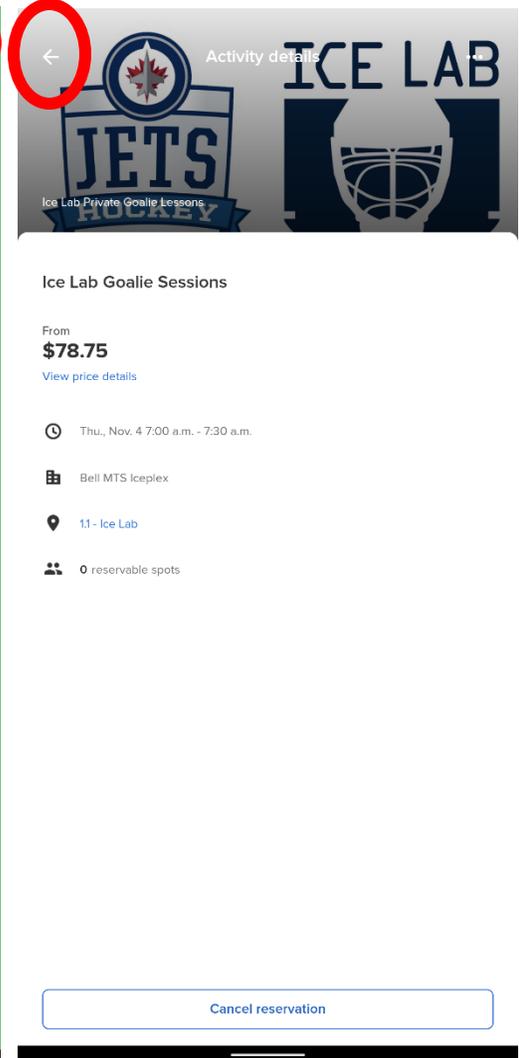
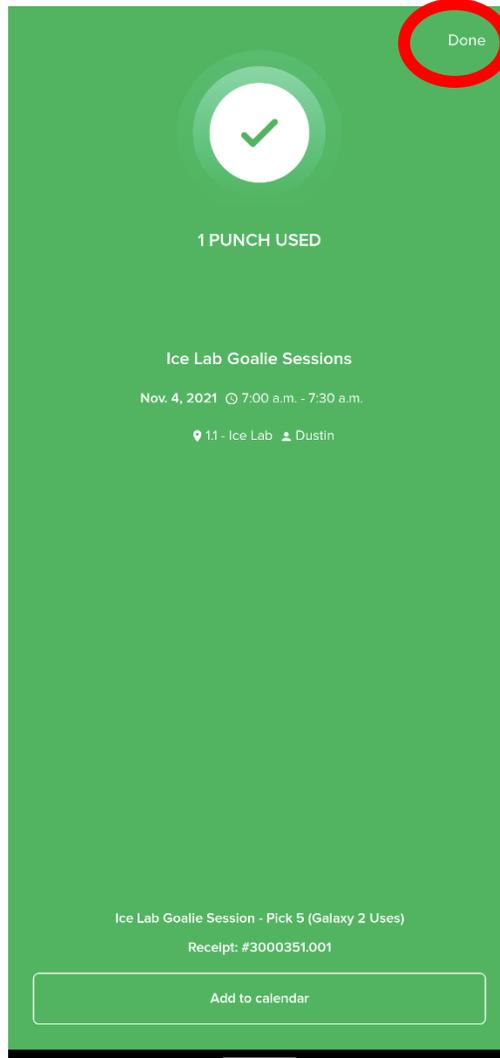
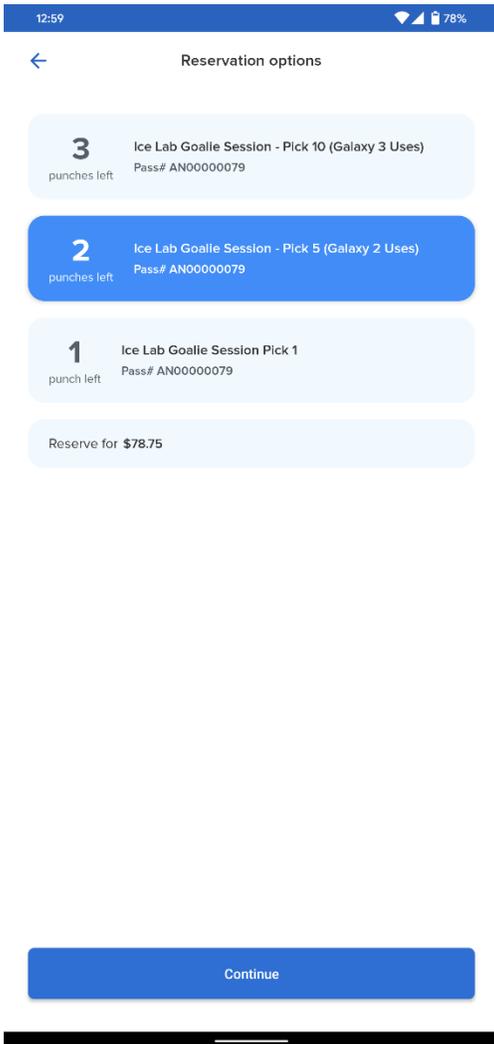


Next you should land on the Schedule/Calendar screen. You will then select the date you are looking for and it will show the times as either available or full. **Note that you can change the week by swiping left or right on the calendar dates.** Once on the date of your choosing, select the available session you would like to book. Next select “Reserve Now” on the bottom of the screen to book into the session (you can safely ignore the price and price details as you will not be double charged).

**Please note that currently the app only allows sessions to be booked up to 28 days in advance from the current date. We have submitted a high priority enhancement request to have this restriction removed. We are hoping to work with Active Net to resolve this quickly. We will update everyone as we receive more information on this. Essentially what this means is that each day, a new day of availability at the end of the calendar will appear in the app.**



Next it will prompt you to select which membership package to pull the session from. Once selected, press "Continue" on the bottom of the screen. If you only have one package, you can skip ahead and just press "Continue". Once done, you will a confirmation of your session booked. Simply click done on the top right-hand corner of your screen. On the next screen click on the arrow in the top left corner of the screen to return to the calendar. To book additional sessions, repeat the steps outlined in this section.



## HOW TO CANCEL A SESSION:

On the Home Screen of the app it will show any upcoming sessions that you have. Select the session you wish to cancel, and then press "Cancel reservation". The app will then prompt a confirmation asking if you are sure you want to cancel the reservation. It will then take you to a "Confirm cancellation" screen in which you will then press "Submit" at the bottom of the screen to cancel the session in which the session will be returned to your membership package immediately upon cancellation. Note if it does not allow you to cancel, you are outside of the cancellation window in which will need to contact Andy Kollar directly to cancel the session.

