

# Frequently Asked Questions

## RE-OPENING FITNESS SERVICES

**1. Can I arrive before my session starts?**

You may show up 5-10 minutes before your session starts; however, you will not be able to access the facility until the scheduled session start time. This will allow staff to complete the necessary cleaning before the next group enters. Please maintain social distancing while you are waiting and as you enter the facility.

**2. How soon after my session ends do I need to leave the facility?**

All users have 5 -10 minutes to exit the facility after their scheduled session ends. This will allow the staff to complete the necessary cleaning before the next group enters. Please ensure you maintain social distancing while exiting the facility.

**3. Can I change or have a shower before or after my session?**

For health and safety reasons, there are no change rooms available during the current COVID19 pandemic. Patrons should come dressed ready for their program, and leave promptly at the end of the session.

**4. Can I come multiple times a day?**

Yes, patrons are welcome to register for more than one program daily, provided they sign up in advance for each program they want to attend. Participants must exit after one session has ended, and re-enter at the beginning of the next session.

**5. Why aren't you open earlier or later or longer hours?**

Recreation is currently going through a phased reopening of the recreation amenities in the City that follows the provincial Restart Plan. This allows for a slow, gradual re-opening that supports physical distancing, smaller gatherings. We will continually monitor the patron attendance numbers, the ability to support safe participation in the facilities and any changes from the Provincial Health Officer and will look to adjust our hours when possible. Ensuring the safety of patrons and staff is our top priority. We will continue to follow the guidelines established by the Provincial Health Officer and will increase/decrease our program options as conditions continue to evolve.

**6. What is the capacity for the Fitness area and Weight Room Programs?**

Fitness classes = class sizes may vary to accommodate physical distancing,  
Weight Room areas = capacity may vary to accommodate physical distancing,

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### 7. What is the cost? Can I use my tickets or membership?

Our Recreation Reopening includes regular priced activities. Indoor facility programs are regular admission prices with some options for 10/20 tickets at a reduced price per admission and a 1-month pass option as well. As we adjust to the changes in how we are able to operate during the current situation, we are faced with reduced capacity while increasing our operational costs to provide service. To ensure that we are providing a variety of opportunities for all, we will only offer limited pass products, which will allow you access to a single reserved drop in area or program. As we move forward with continued reopening of other areas we will be looking to offer additional membership options and services.

### 8. Can I use a gift card to register online?

Yes, gift cards work for online payments.

### 9. Why can't I pay with cash? I don't want to use credit over the phone or computer or I don't have a credit or visa debit.

At this time program registration and payment can only be completed online or over the phone. You can use your credit on account or gift cards to reserve your space online or by phone. This will help reduce the number of people in the Recreation Centre and allow us to support physical distancing for patrons and staff.

### 10. Why can't I just drop in?

Due to provincial regulations, which limit group sizes, enhanced safety protocols, and the need to keep a list of all participants who attend our Centre's, we are only able to offer pre-registered sessions of limited duration for program use. This will allow us to best support physical distancing measures in line with the provincial health officers directions.

### 11. Can I use my existing membership that was put on hold?

No, all memberships have been cancelled and the credit put onto your account. This credit can be used for payment for other services or refunded at your request.

### 12. If I register to attend but am then unable to come at my scheduled time am I able to get a refund?

Yes, we understand circumstances may change so we will issue refunds for any cancellations up to 60 minutes prior to the start of the session. To cancel please call the recreation centre at least 60 minutes before the session starts, this will allow us to give your space to someone on the waitlist.

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### 13. What if I have a disability, will I still be able to access the facility?

All of the facility's accessibility features will be available. If you need access to something, or assistance, please see a staff member, they will be happy to help you. If you require support, please call to register your support worker so that they are included in the facility count for the session.

### 14. Is there a toonie time?

Not at this time.

### 15. Is the walking track open?

Yes, you are required to register into a weightroom session in order to have access to the walking track.

### 16. What programs are you running?

Classes and weightroom schedules are subject to change. Please review the website for the most up-to-date fitness schedule.

### 17. Where can I find specific details about each program/session?

To find out more information click on the program session at: [abbotsford.ca/parks\\_recreation\\_culture/lessons\\_program\\_registration](http://abbotsford.ca/parks_recreation_culture/lessons_program_registration).

### 18. Can I bring my own sports/fitness equipment?

We kindly ask you to leave your own equipment at home for sanitary reasons, with the exception of your own mat for fitness classes only. We provide equipment for patron use. Items will be cleaned after each use with sanitizing cleaner.

### 19. Can I bring my stroller to the walking track? Do I have to register my infant/toddler?

Yes, you may bring your stroller on the walking track. You are not required to register a spot for your infant/toddler, as the parent/registrant will be the contact person if contact tracing is required.

### 20. Where do my valuables go? Ex Keys, wallet, phone, clothes

We recommend patrons leave valuables at home to ensure their safety. We will have small wallet lockers available on the pool decks for things like car keys/wallet. The wallet lockers are 25cents to open but the coin is returned to you. There is no locker storage for clothing, however, cubbies will be available. Please note the cubbies on the pool deck do not lock, we recommend not storing valuables in these.

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**21. Are the bathrooms open?**

Washrooms are available for use while in the facility; however, only staff and those registered for a program are permitted in the facility at this time.

**22. What are the safety measures you have in place?**

Physical distancing, Patron Health Declaration, Mask Policy, directional markings/traffic flow, protective barriers, reduced capacity, enhanced cleaning of high frequency touch points and proper hand hygiene reminders with hand washing available in the washroom and hand sanitizer available throughout the building.

**23. Do I have to wear a mask?**

As per the provincial health order on November 19, 2020 Masks are mandatory to be worn in all public spaces in City of Abbotsford Facilities, with the exception of those with an underlying medical condition or disability which inhibits the ability to wear a mask or face covering; and children under 12 years of age. As of April 1, 2021, masks are required during individual physical activity unless above conditions apply. Please put your mask on before entering the building.

**24. Is there a place where I can watch the program from?**

Due to limited facility capacity no spectators are permitted at this time.

**25. How do I access my subsidy pass?**

You may use your pass to register online or by phone.

**26. How do I access my Special Needs Access Pass?**

You may use your pass to register online or by phone. If you require support, please call to register your support worker so that they are included in the facility count for the session.