

Frequently Asked Questions

RE-OPENING GYMNASIUM SERVICES

1. Can I arrive before my session starts?

You may show up 15 minutes before your session starts, however, access to the facility will not be allowed until the scheduled 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 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.

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

Showers and change rooms are now available for patrons to use..

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.

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. 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 Gymnasium Programs?

Basketball/Wheelchair Basketball = 30, Volleyball = 24, Soccer = 20, Badminton/Pickleball = 32, Family Gym time = 12

7. What programs are you running?

We are running Basketball, Soccer, Volleyball, Badminton, Pickleball, Parent & Tot Gym time and Family Gym Time.

8. Where can I find specific details about each program?

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More information about can be found when you click on the program at: direct2rec.com

9. Are private rentals available?

Due to the reduced facility hours and public programs, there is limited rental availability. Please call ARC to inquire.

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

Our Recreation Reopening includes some free and regular priced activities. There are a number of free outdoor activities available to the community. 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. 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.

11. Can I use a gift card to register online?

Yes, gift cards work for online payments.

12. 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.

You now may drop-in for sessions and pay with a credit or debit card, please note spaces are limited and pending availability within program. At this time we are not accepting cash payments

13. 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.

14. Can I use my Grade 5 pass?

No. Due to reduced capacity all grade 5 memberships have been cancelled.

15. Can I use my Summer pass?

Yes. You may use your Summer Pass for all drop-in gymnasium activities.

16. How do I access my subsidy pass?

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

17. 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.

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18. 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.

19. 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.

20. Is there a toonie time?

Not at this time.

21. 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 across from the gymnasium for things like car keys/wallet. The wallet lockers are 25 cents but the coin is returned to you. There is no locker storage for clothing at this time.

22. Where can I change my child's diaper?

We have washrooms available with a change table.

23. Are the bathrooms open?

Lobby washrooms are available for use.

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

Spectators are now allowed for indoor gymnasium sports and programs; capacities will vary based on the program's location. Please inquire with the front desk upon arrival.