

Frequently Asked Questions – COVID Re-Opening June 2021

1. What will happen with my membership?

All Memberships have been placed on hold, all appropriate actions will be taken upon re-open to make sure you have received the value of your membership. Memberships that were purchased in bulk between December 2019 and January 2020 and still have time remaining on them will begin counting down again starting June 14th. Month to month memberships and EFT memberships will be calculated appropriately.

2. If I just paid a membership fee/rental fee will I owe for my membership immediately?

If you had paid for a membership before our partial shutdown in April 2021 your due date will be re-calculated based on the fees you had remaining for that membership. If you had paid for a punch card during the fitness centre rental period between April 12 and May 7 2021 we will honour those fees and put them towards a membership.

3. Will I be required to book an appointment space to use the fitness centre?

No. The newest restrictions permit for a reduced number of participants in a given space. All members must be able to maintain 3 meters of distance between themselves and other members. Our main **fitness area will be permitted to hold 15 members**, the **subway room space will be permitted to hold 5 members**. If these spaces are at capacity when you arrive fitness staff will ask you use the track until a space opens up or fitness staff will direct you to the life studio to begin your workout and will notify you when a space opens up.

4. Are the changerooms and showers available?

Yes, the changerooms and showers will be available. We still encourage everyone to come ready for their workout and minimize your time spent at the fitness centre. Keep in mind our changerooms are small and we would encourage you to not use them unless you absolutely need to.

5. Will my 24 hr fob be working?

Yes. 24 hour memberships will be active, please either stop by or phone in to double check your fob is properly activated before you arrive late at night or early in the morning. By scanning your fob to grant you access to the fitness centre you are confirming you do not have any covid-19 symptoms, have not been a close contact of a confirmed case in the last 14 days, and have not travelled outside of Canada in the last 14 days.

6. Will I need to complete the covid-19 pre-screening questions?

Yes. Staff will briefly ask you a couple questions as you enter the fitness centre to ensure you are healthy, have not been a close contact or have not recently travelled. If the Government of Alberta removes this specification come June 10th fitness staff will not ask any pre-screening questions, if the Government of Alberta still deems this necessary fitness staff will ask the appropriate questions.

7. Will fitness classes be permitted in Phase 2 of this re-opening plan?

Yes classes will begin June 14th. Indoor classes and outdoor classes will be permitted under the second phase of the Alberta Government's re-open plan. The restrictions for these classes will be based on appropriate three meter spacing between all participants.

8. Will I need to bring my equipment from home for fitness classes?

Yes. Please bring your own yoga mat for the classes that require one. If you have your own small free weights (2, 3, 5 lbs) you can also bring those. We will provide free weights, steps/risers as necessary but we will not be providing mats at all. Bring your own water, grip socks, running shoes, and face mask to all appropriate classes.

9. Will I need to pre-book my spot for the fitness classes?

Yes. Some classes will have reduced capacity so we will have a first come first serve policy on those classes. Other classes we will have capacity based on equipment, again first come first come first serve policy. You can either book by using the Schedulicity app/website or you can call us at the fitness centre and we can help you with pre-booking. **Please call to cancel by 3:00pm the day of your class if you cannot make it, it's not fair to the instructors or individuals on the waitlist if you do not inform us you will not be available.**

10. What are the hours of the fitness centre now?

Monday - Friday 6:00am to 9:30pm
Saturday/Sunday 10:00am to 6:00pm

11. Is the tanning bed available?

Yes. Please book an appointment by calling ahead to the fitness centre desk 403-886-3268. This ensure we won't have anyone waiting at the front entrance of the fitness centre.

The Fitness Centre thanks you for your patience as we work through all of the new opening guidelines. This will be the third time we attempt to open and each open has had different rules in place, so please be kind and know we are doing our best to get fitness back up and running in Penhold.

A friendly reminder if you don't feel well please stay home so that we can stay open.

Thank you!