



1. What are the significant changes to the Trail Aquatic & Leisure Centre?

Fitness Centre and aquatic services are no longer integrated meaning separate fees apply for each service. Further, access to services is highly structured whereby you will be required to call and book ahead for all activities and in many cases multiple services are not able to all happen at once.

2. What will be the hours of operation of the Fitness Centre?

As of September 16, the hours of operation will be:

Monday to Friday – 6:00 AM to 8:00 PM; Saturdays – 9:00 AM to 5:00 PM; Sundays – 11:00 AM to 5:00 PM

3. Do I need to book a workout time?

Yes. You should book a workout time as this will greatly aid staff in being able to manage the facility in many ways as we transition to reinstating the Fitness Centre service. This will also help ensure you avoid disappointment as it is expected that we will be at capacity at peak times during each day.

4. How do I book a workout time? Can I cancel a booked time?

You can book a workout time either online at www.trailrecreation.ca or by calling the Trail Aquatic & Leisure Centre at (250)364-0888 or (250)364-0858 between 8:00 AM and 4:30 PM. To use the online system, please consult with the facility staff to learn how to set up an account to access this option. You will be able to book one time slot per day for up to seven days in advance. Yes, you can cancel a booked time without consequence with 24 hours' notice.

5. How long are workout times?

Workout times will be scheduled for 75 minutes recognizing you will need time to be let into the facility and then time to promptly leave. You should anticipate that you will have **1 hour** to do your workout. Due to the hours of operation of the facility, there will be a couple of times a day when workout times will be booked for 60 minutes in duration. For these times, you should anticipate that your workout will likely be less than the full 60 minutes.

6. If I drop in, will I be accommodated if space allows?

Yes; however, the amount of time you will have to work out will be dependent on what time you arrive. For example, if we have a workout time slot from 10:30 AM to 11:45 AM, and you arrive at the facility at 11:00 AM, you will still be required to pay the full admission rate and will be required to leave the facility at 11:45 AM.

7. What happens if I don't show up on time, if I leave late from my scheduled time, or if I don't show up at all?

If you don't show up on time, your time will NOT be extended to allow you to stay longer. If you don't leave on time, your booking privileges may be revoked. If you don't show up at all and have not cancelled your booking with 24 hours' notice, your privileges to book a workout time may be revoked for an extended period of time and/or full payment will be required in advance for future bookings.

8. Do I have to reinstate my pass or can I pay a drop-in fee?

This is your choice, however passes are encouraged to decrease touch points with staff and increase the expediency of granting you access to the facility. Staff can assist with helping you determine which option may be the best financial choice for you depending on your frequency of use.

9. Have the fees been adjusted due to less service being available?

No. The fees for service remain unchanged even though the degree of service available at this time is less.

10. What changes can I expect to the workout spaces?

- You can expect that 50% of the cardio equipment will be unavailable. At least one of each different type of cardio equipment will be available.
- Many accessories that cannot be easily cleaned have been removed and will not be available.
- Partner training is not permitted.
- Use of multiple pieces of equipment at once is not permitted.
- Physical distancing is expected at all times. Everyone is expected to be socially responsible. This may mean that you will need to wait to use a piece of equipment if distancing cannot be assured.
- Water fountain is unavailable however the water bottle filling station is available.
- Patrons will be assigned a spray bottle upon entry. You will be expected to thoroughly wipe down all equipment used or touched with the paper towels provided.

11. What is the occupancy limit for the Fitness Centre?

The occupancy of the two Fitness Centre spaces combined is 9 people - 2 people in the stretching room and 7 – 9 people in the main Fitness Centre space. It will be up to users to be socially responsible and manage physical distancing at all times. Should these numbers be problematic, the limits may be reduced.

12. Will showers, change rooms, and lockers be available?

No. Fitness Centre users are to come dressed ready to work out and bring only essential items with them (i.e. Clean pair of shoes and a water bottle). At this time, change rooms will be reserved for pool users only due to occupancy constraints. A limited number of hallway lockers can be used for personal belongings. For everyone's safety, no personal items are permitted in the gym.

13. What should I do with my valuables?

It is recommended that you leave all valuables at home. If you have personal items with you, patrons are to use the hallway lockers.

14. Are washrooms available?

The lobby washrooms will be available for Fitness Centre users. They will not be available to the general public.

15. What other safety protocols are in place specific to COVID-19?

A complete COVID-19 Safety Plan has been developed for the Trail Aquatic & Leisure Centre and can be found at www.trail.ca/COVID-19. Key highlights are:

- Masks are required in all areas of the facility at all times. The only time a mask can be lowered is to take a drink, afterwards it must immediately be put back into proper position.
- Fitness Centre and pool usage is no longer be an integrated service. See staff for pool usage information.
- All patrons are required to hand sanitize upon entry into the facility.
- Patrons will need to manage their items carefully. Lost & found items will no longer be kept.
- There are designated entry and exit doors to the facility. Please follow signage.
- Anyone who is at all unwell or is displaying symptoms related to COVID-19 are asked to not enter the facility.
- You are required to have an up to date account with us in order to use the facility. This includes those dropping into the facility as well.
- Patrons are required to sign an Assumption of Risk form prior to being granted use of the facility. Once signed it will remain on your file with the facility.
- It is strongly encouraged that patrons call the facility and conduct as much business over the phone as possible prior to coming to the facility. This will expedite us granting you access to the building so you can enjoy the facility.