

## FAQ

### **How do I access the building?**

Lines will form outside of the Abbey Centre and continue west along the sidewalk and marked 2 metres apart for physical distancing. The doors will remain opened until we reach capacity. Once we reach capacity the doors will lock until the next interval time.

### **I understand that the Abbey Centre is requiring all drop-in users to prove they are a resident of Blackfalds or Lacombe County, what type of documents do we need to provide?**

Residents of Blackfalds and Lacombe County can provide a copy of their tax notice or utility bill or a piece of identification as proof of residency.

### **If we have a membership and we are not a resident of Blackfalds or Lacombe County, can we still use our membership?**

Yes, if you have a current Abbey Centre membership and are not a Blackfalds or Lacombe County resident, then you will be allowed use the facility.

### **I know members from outside of Blackfalds and Lacombe County can use the facility, but what about other family members or friends that are not included in my membership?**

Only people with a current membership will be allowed to use the facility. If you have a family membership, only immediate family will be allowed to use the facility.

### **Can we use the change rooms?**

The change rooms will be open but try to limit your time in the room. We encourage guests to come to the Abbey Centre ready to participate in their activity.

### **Will water fountains be available for use?**

Water fountains will be available for use, but we ask that you refrain from using them unless absolutely necessary. We encourage guests to bring their own water bottle to the Abbey Centre.

### **Will the indoor play space be open?**

Unfortunately as per the Provincial guidelines, indoor play spaces are not allowed to be open.

### **Will the child minding service be available?**

Unfortunately it is not feasible to open the child minding service to guests with the restrictions in place.

### **Can we use the gym equipment or rent locks for lockers?**

We will not be signing out equipment or locks. Guests are encouraged to bring their own equipment/locks.

### **What will the process be to use the fitness equipment?**

We ask that guests wipe down the equipment prior to and after use. In order to maintain a physical distancing of 2 metres, some equipment will not be able to be used at a given time pending use of nearby equipment.

### **Registered drop-in fitness classes?**

Unfortunately, we will not be running any registered drop-in fitness classes in this stage of the relaunch.

### **Is the running track open?**

Yes the running track will be open.

### **Will the field house be open?**

Yes the field house will be open.

### **Can we register for programs?**

The current programs available for registration starting June 19<sup>th</sup> will be Red Cross Swim Lessons and Camp Curious. We will not have any private swim lessons this summer. There will not be a Camp Curious Mini's program this summer and all of our field trips will remain to activities in Blackfalds. Lessons in camp will continue.

### **How do we register for camps?**

Registrations will be through our online system, there will be no registration in person due to capacity restrictions.

### **Will you be accepting facility bookings at the Abbey Centre?**

Facility booking requests for the Community Centre will be accepted online on our website under the Facility Bookings Request form. If bookings must be paid for in person, please make an appointment with Guest Services. Bookings will not be accepted for the Abbey Centre or Multiplex at this time.

### **How will wristbands work?**

Wristbands will be provided to guests to place on their own wrists.

### **Why are there 2-hour Intervals?**

We felt that 2 hours provides enough time for people to enjoy the amenities of the Abbey Centre without feeling too rushed. Having the intervals allows for more people to take advantage of the amenities we provide.

### **Will there be personal training?**

Unfortunately, there will not be any personal training as staff will be diligent in maintaining supervision of the facility and cleaning.

### **What should we do if we see someone not following physical distancing guidelines?**

Please let staff know immediately. If the behaviour continues, they will be asked to leave the facility for safety reasons.

**Do we have to wear a mask when we are in the Abbey Centre?**

Masks are not required as long as a minimum of 2 metres physical distancing is maintained.

**Will the concession be open?**

Food services is scheduled to reopen in Stage 3.

**Will there be hand sanitizer available?**

Yes, there will be several hand sanitizer stands located throughout facility.

**I have deferred monthly payments for my annual membership, when will payments be reactivated?**

The next scheduled payment will be on the 28<sup>th</sup> of each month.

**Are punch passes considered Abbey Centre memberships?**

Yes

**Will there be orientations available?**

Orientations will not be available until we enter Stage 3.