

Re-Opening FAQ Sheet



RE-OPENING

When are you reopening?

We'll be reopening our doors on Wednesday June 24 for Stage 1.

What will the facility hours be?

8 a.m. – 8 p.m., Monday to Friday. We will be closed on weekends. Weekends will become available when we enter Stage 2, on the week of July 6.

Who can come back?

During Stage 1 we will be welcoming back people who held memberships in March when we shut down with the Sportsplex due to COVID-19.

When can everyone else come back?

We will be moving to Stage 2 on Monday July 6, and that is when we will be able to welcome back the general public.

MEMBERSHIPS

Are you accepting or selling Memberships/Punch Cards/Day Passes?

No, not currently. Memberships/punch cards/day passes will be accepted again when we are able to offer our regular programming and activities.

What is happening with Membership?

Memberships will not be restarting when we open on June 24. When we do restart memberships, they will be extended to cover the time lost due to COVID-19.

Paid in Full Memberships that expired before we reopened have been cancelled and the remaining time left on the memberships was credited to the individual or family. The credit amount was calculated from March 17th until whenever your memberships expired. This will be done to all paid in full memberships expiring up until the end of August. These credits can be used when you are ready to return and buy a new membership.

For memberships that have not expired, we will add on the time missed since the facility closed in March.

Monthly memberships have had all preauthorized payments frozen. Memberships still have the same expiry date so if your monthly membership expired when the Sportsplex closed, you will need to purchase a new membership when we restart. You will not have lost any money or membership time.

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I thought my membership was on hold?

This was the initial plan for memberships, but unfortunately our system would not allow that, and we had to take a different approach.

We are not restarting regular memberships and payments when we reopen on June 24.

When will you restart memberships?

That depends on what happens in the future with COVID-19. We will announce when we are able to restart memberships when we are able to. You will have the option to choose your restart date.

What's a COVID Courtesy Membership?

Everyone who had a membership that was interrupted in March will automatically receive a COVID courtesy membership. This will allow you access to free activities during Stage 1, and access to earlier booking times and reduced prices when we enter Stage 2.

When can I get my membership?

You will have access to this membership on Monday June 22.

BOOKINGS

So how do I book an activity at the Sportsplex?

ALL activities must be booked online through MyRec.

Can I use the track/go to a fitness class/play pickle ball?

Yes, by booking a time through MyRec.

Can I book for someone else?

No, your name must be on the booking to enter the facility, you can not book for anyone else. Family pass holders can only book for people who are on their pass.

Can I pay when I get to the Sportsplex?

No. We will not be accepting payments in person. All activities must be paid for online during the time of your booking.

Can I drop in anytime?

No. You must book a time for your activity.

Can my child use the facility?

Children aged 12+ can, by booking only. Children must be registered for an activity before entering the facility. Child minding will not be available.

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Can we come early/hang out/socialize?

No. You will be allowed into the facility only at the time of your scheduled activity. If you arrive early, you will have to wait outside. When your activity is complete, you will be required to leave the facility immediately.

What is the cancellation policy?

The cancellation policy will be different depending on the activity you are booking. We will have our schedule, including cancellation policies, available Monday June 22.

ACTIVITIES AND AMENITIES

What areas of the facility will be available?

Fitness classes, the gymnasium, the track, the fitness centre, and the weight room will be open. The arena and pool will remain closed until a later date.

Are you offering childminding?

Not at this time. The Sportsplex is not a licensed daycare facility, so while regulations around physical distancing are in place childminding will not be available.

Why aren't the pool and arena available?

These areas are considered high risk for transmission and will remain closed for now.

When is the pool and/or arena going to open?

- We are aiming to have the pool open the week of July 20.
- The arena will hopefully be open late July.
- We will provide updates on confirmed opening times when we can.

What activities/classes will be available?

We will have the schedule available Monday June 22.

How much will activities cost?

Members will pay \$3 per activity, and the general public will pay \$5 per activity.

Will equipment be available to borrow?

The Sportsplex will provide nets and set up for activities, but equipment will not be available for anyone to borrow. You must bring your own equipment for your activity, including balls, rackets, TRX straps, stabilizing belts, etc.

Will I be able to use the locker-rooms?

Locker-rooms and showers are not available. Please come dressed to participate in your chosen activity.

Will I be able to use the washroom?

If you are in the facility for a booking, the washrooms are available.

Is the café open?

Due to the impacts of COVID-19, the café is closed and will not be re-opening.

What about day camps? HRM is holding half-day camps, why isn't the Sportsplex?

We understand HRM is hosting ½ day sessions for camp. While it may be possible in a short program, we do not believe that it is possible to meet the health guidelines guaranteeing your child will not come within 6 feet of another child or councilor over an 8 ½ hour day. Therefore, until that requirement changes, we are not able to run day camp programs.

What about parking passes?

At this time, we do not have a set date for when parking passes will be reinstated or sold again. We will keep everyone updated when this changes.

REGULATIONS

How are you enforcing physical distancing?

- Barricades and directional signs have been placed throughout the facility to direct traffic flow and encourage physical distancing.
- The fitness centre will have machines blocked off to encourage physical distancing.
- Exercise classes will have designated workout areas for each participant.
- We are limiting the capacity of people allowed in the facility at one time.

What cleaning measures do you have in place?

- Sanitizing stations are set up at the facility entrance, and around the building
- We have reduced facility hours to allow for more deep cleaning times
- We have purchased Foggers, machines to help disinfect every surface, including walls, floors, and equipment

What's a Fogger?

- The Graco Sani Spray HP Cordless Airless Disinfectant Hand Sprayer delivers the proper atomization required to quickly and consistently coat surfaces to disinfect and sanitize efficiently. This will be used throughout the building including washrooms, Fitness Centre machines and items that require disinfectant after use.
- The addition of the Graco Sani Spray HP 65 Electric Airless Disinfectant Sprayer with Hopper allows us to use it in bigger spaces for optimized time cleaning. The Hopper

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delivers the proper atomization required to quickly and consistently coat surfaces to disinfect and sanitize efficiently.

Do we have to wear PPE?

Staff will have access to facemasks, gloves, and shields. We welcome our patrons to wear masks while in the facility where possible. We do not recommend patrons wear a mask while working out, as it will restrict breathing.