

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. 9 a.m. – 5 p.m. Saturday and Sunday.

Is the Sportsplex open to everyone?

Yes, you do not need to be a member to come into the Sportsplex, you just need to book your activity ahead of time through HRM MyRec. You do not need to be a member to create a MyRec account.

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 did not restart when we opened 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.

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.

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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 allowed you access to free activities during Stage 1 and allows access to earlier booking times and reduced prices going forward.

When can I get my COVID Courtesy Membership?

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

BOOKINGS

So, do I have to be a member to book an activity?

Nope! Members only was only for Stage 1 when we were testing our new system. You can create a new account through MyRec if you don't already have one and book online.

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. Families with a family pass can link individual family member accounts to the main account holder. Instructions on how to do this can be found on our Website.

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.

ACTIVITIES AND AMENITIES

What areas of the facility will be available?

- Fitness classes, the gymnasium, the track, the fitness centre, and the weight room re-opened to members on June 24.
- The general public was welcomed back to the facility started July 6.
- The pool and day camps opened on July 20.
- The arena opened on July 28 at 12 p.m.

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.

What activities/classes will be available?

The full schedule of activity and classes is available on our website, or through HRM MyRec, and in our Summer Brochure (found on our website).

How much will activities cost?

Members will pay \$3 per activity, and the general public will pay \$5 per activity. There are family activities that are \$10 for the whole family (family = household).

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?

Showers are not available. Locker-rooms are available to lock up your possessions. Available lockers have been marked, and comply with physical distancing requirements.

Will I be able to use the washroom?

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

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Is the café open?

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

Are summer day camps happening?

Summer camps officially started July 20!

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. At the moment, parking is free.

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.
- Day camps will have a maximum number of 9 participants per group. Each group will not be able to intermix with other groups.
- Day camps will each have a 'home base' with sanitization stations for campers to use.

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

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Do we have to wear PPE?

As of Friday July 31, everyone coming into the Sportsplex must wear a face mask.

- Children under the age of 2 do not have to wear a mask.
- Children aged 3 & 4 should wear a mask, but if parents can't get them to wear it, it will not be enforced.
- Persons who are unable to wear a mask for medical reasons, including those with intellectual disabilities if they refuse to wear them, are exempt.
- Day camp participants will not be required to wear masks.

Masks must be put on by patrons before entering the facility. If you do not have a mask on, staff at the door will remind you that you need to be wearing one to enter. Masks must be worn everywhere around the facility except for when you are participating in your activity.

You DO have to wear a mask in:

- The entrance of the facility
- Hallways
- Washrooms
- Locker-rooms
- Meeting rooms

You do NOT have to wear a mask when:

- You are working out in the fitness centre
- You are participating in a fitness class
- You are on the ice surface
- You are in one of the pools
- You are participating in an activity in the gymnasium or on the courts

When you are finished your activity, you will be required to put your mask back on and leave it on until you have left the facility.

Staff are also required to wear a mask around the facility, with the following exceptions:

- Staff are in their offices
- Staff are eating lunch in the staff room