

Re-Opening FAQ Sheet



RE-OPENING

When are you reopening?

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

What are the facility hours?

6 a.m. – 9 p.m. Monday – Friday, 6 a.m. – 8 p.m. Saturdays, 9 a.m. – 8 p.m. Sundays.

Who can book into the facility?

Anyone can book into the facility, you do not have to be a member.

MEMBERSHIPS

Are memberships on sale again?

Yes, membership sales restarted September 8?

Does that mean I'm being charged for my membership again?

No! We have new memberships at a reduced price because of COVID-19 restrictions. All previous memberships had their remaining value refunded to the members account for future use.

For more details on pricing, and how new memberships are working, please read the [membership section of our website](#), and our [Stage-4 Re-Opening Update](#).

BOOKINGS

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

Nope! 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 [here](#).

Re-Opening FAQ Sheet



Can I pay when I get to the Sportsplex?

You can, yes. The Welcome Desk is accepting payments. However we strongly encourage you to book all your activities ahead of time, because we cannot guarantee there will be a spot available for you if you show up and try to book into an activity of class just before it starts.

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.

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?

All areas of the facility are open, but with restrictions.

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, on through HRM MyRec, and in our [program guide](#).

How much will activities cost?

Members activity fee is covered under their membership, and the general public will pay \$5 per activity.

Re-Opening FAQ Sheet



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?

All washrooms and locker rooms are available for those participating in activities at the Sportsplex. Showers are available for use.

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.

Are day camps happening?

PD Day camps are happening! Our Summer Day Camps were a success!

What about parking passes?

Parking passes, as well as monitoring and ticketing of the Sportsplex parking lot re-started on October 1.

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

Re-Opening FAQ Sheet



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.

Do we have to wear PPE?

Face masks are mandatory when entering and exiting the facility, while in the hallways, washrooms, or locker-rooms. The only time face masks do not have to be worn are when you are exercising or participating in an activity.