



## Registration Process

### 1. How do I register for a swim session?

- Online at [www.richmond.ca/register](http://www.richmond.ca/register) or by phoning the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

### 2. How far in advance can I register for a swim session?

- One week in advance prior to the week in which the session occurs.

### 3. Can I register right before the swim session starts?

- Yes, registration is available up to the start of swim session online at [www.richmond.ca/register](http://www.richmond.ca/register) or by phoning the Registration Call Centre.

### 4. How many swim sessions can I book at a time?

- Multiple sessions can be booked, but no more than a week in advance.

### 5. How long is each swim session?

- 75-minutes at Minoru Centre for Active Living and 60- and 75-minutes at Watermania. Visit [www.richmond.ca/aquatics](http://www.richmond.ca/aquatics) for schedules and more information.

### 6. Can I arrive late for my swim session?

- Yes, check in at the reception desk when you arrive.

### 7. Why do I have to register for a swim session, I have never had to do this before?

- Swim sessions are registered to support group size management for COVID-19 safety. A limited number of drop-ins may be available for each session, subject to availability.

### 8. Do I have to register in advance or are drop-ins being accepted?

- Advance registration is required for all swim sessions. A limited number of drop-ins may be available for each session, subject to availability.

### 9. How do I know which space to book?

- Designated spaces are available for length or public swimming. Register in the space you plan to use for the majority of your visit.
- Participants are responsible for physical distancing on the pool deck and in the change rooms.
  - Play features will be available during scheduled times
  - Sauna and steam room are closed

### 10. What happens if I can't attend my registered visit?

- Cancel at least four hours before the start of your session to receive a refund, retain visits on your card or maintain your membership privileges. Find all details at [www.richmond.ca/nowshow](http://www.richmond.ca/nowshow).

**11. How do I cancel my registered visit?**

- One of two ways:
  1. Email: Send an email to [cancellations@richmond.ca](mailto:cancellations@richmond.ca) with your name, phone number and session information (facility, activity, date and time).
  2. Phone: Call the Registration Call Centre (604-276-4300), Minoru Centre for Active Living (604-233-6225), Watermania (604-448-5353) or Richmond Ice Centre (604-448-5366)

**12. What is the No Show Procedure?**

- 10-Visit Card and Drop-in Fee No Show Visits

For each no show visit:

- One visit will be deducted from the 10-Visit Card or
- The drop-in fee paid at the time of registration will be forfeited

- Membership No Show Visits

1 month, 3 month, 6 month or 1 year pre-paid membership

- Once a membership holder has three no show visits, their membership will be frozen for one week and forfeited from the time remaining (it will not be extended). The membership holder will not be able to attend or register for registered visits or single session fitness classes during the frozen membership period.

**13. Are memberships and visit cards being accepted?**

- To reactivate memberships, complete the online request form at [www.richmond.ca/register](http://www.richmond.ca/register) or call the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm. Your membership will be reactivated for the period of time it was not available for use, and any time remaining. You will receive an email receipt when your membership is ready to be used.
- New memberships and visit cards can be purchased by calling the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

**14. How do I register if I am a Richmond Fee Subsidy Program (RFSP) user or I have a Recreation Access Card (RAC)?**

- Call the Registration Call Centre to book swim session, Monday to Friday, 8:30 to 5:00pm.

**General Swim Session Questions**

**15. What are the swim rates for Minoru Centre for Active Living and Watermania?**

Infant (under 2 years)	No charge
Child (2-12 years)	\$4.50

Youth (13-18 years)	\$5.90
Adult (19-54 years)	\$7.25
Senior (55 years and over)	\$5.90
Parent and Tot (under 2 years)	\$7.25

**16. How old does my child need to be to swim by themselves?**

- Children under seven (7) years of age must be accompanied into the water and stay within arm's reach of a responsible person of at least sixteen (16) years of age.

**17. Can I watch my child swim from the pool deck?**

- A limited number of parents/guardians will be able to view from the viewing area.

**18. Are washrooms and change rooms available for use?**

- Yes, for swims sessions, not for fitness centre participants at either location.

**19. Will there be lockers available for use?**

- Yes, patrons are encouraged to bring one quarter for the refundable lockers to secure personal effects.
- Lockers are for day use only.

**20. Are there wallet/cellphone lockers available?**

- Yes, in the change rooms. Users set their own passcode to lock and unlock the locker.
- Users can charge their cellphone while using the facility.
- Users are still encouraged to leave valuables at home.
- Lockers are for day use only.

**In Advance of Swim Sessions**

**21. How far in advance should I arrive at the pool for my swim session?**

- No more than 10 minutes before your scheduled registered swim session.

**During Swim Sessions**

**22. Will there be signage and directional arrows to guide me through the facility?**

- Yes, with the exception of on the pool deck.

**23. Will there be pool equipment to use, i.e. lifejackets and kickboards?**

- No, pool equipment will not be available for use. Patrons bring their own pool equipment, i.e. kick boards and pool noodles.

**24. Is Aquafit available?**

- Yes, check the schedule online at <https://www.richmond.ca/parksrec/pools/minoru.htm>.

**25. If I book a lane swim/public swim, can I still use other areas of the pool?**

- Yes, for example, if you book a public swim, you can swim lengths if space permits.
- Visitor time limits are posted for each pool, so you may have to wait a few minutes to ensure limits are not exceeded.

**26. Are washrooms available for use?**

- Yes, during swim sessions. Public washrooms for park visitors at Minoru Centre for Active Living are located in the north side of the building just past the Events Centre. The washrooms include showers open daily 7:00am to 11:00pm.

### After Your Swim Session

#### **27. How long can I stay after my swim session ends?**

- A maximum of 15 minutes is allotted for change time as staff need to prepare for the next session.

#### **28. Can I change and shower after swim session?**

- Yes, change rooms and showers will be available for 15 minutes after a swim lesson.

### Health and Safety Measures

#### **29. Are masks required to be worn in facilities?**

Yes. To enhance public safety and to reduce the spread of COVID-19, the City of Richmond requires all visitors to wear masks in all City-operated facilities. Exceptions are permitted for people with sensory, cognitive or physical disabilities; those with chronic health conditions who are unable to wear a face covering; and children age five and under. Programs and physical activities exempt from the mandatory face mask requirement (and considered "mask optional" activities in designated spaces) include:

- Swimming and aquatic programs

For a list of "Mask Optional Activities", visit [www.richmond.ca/masks](http://www.richmond.ca/masks).

#### **30. How were the new swim safety COVID-19 guidelines designed?**

- In accordance with provincial and local health authorities, with the ability to adjust as requirements change.

#### **31. Have the Instructor Lifeguards been trained in new First Aid procedures?**

- Yes, in COVID-19 health and safety procedures.

#### **32. What are all the safety measures for the facility?**

- Visit <https://www.richmond.ca/safety/COVID-19/covid-safety.htm>.

#### **33. What do I have to do to ensure COVID-19 safety?**

- Do not attend a swim session if you:
  - are feeling ill and/or have any of the following symptoms: fever, chills, new or worsening cough, shortness of breath, new muscle aches or headache, or sore throat
  - have travelled outside of Canada within the last 14 days
  - have been in close contact with a person who has a confirmed or presumptive case of COVID-19
- Upon entering the facility, wash and/or disinfect hands and take a shower on the pool deck before going in the water.
- Help prevent the spread of COVID-19 by:
  - coughing or sneezing into your elbow, or covering your mouth and nose with a tissue
  - refraining from spitting
  - wearing a mask (see above)

Other Frequently Asked Questions:

**34. Can I use the Fitness Centre and aquatic centre during my pre-registered swim time or fitness centre time?**

- No, at this time your pre-registered session is only for fitness or aquatics due to limited spots available for each session. If you would like to use both facilities, you will need to register individually for each activity.

**35. Are swim lessons available?**

- Yes, a limited number are offered at Minoru Centre for Active Living and Watermania.

**36. What is the maximum number of registrants in each swim lesson?**

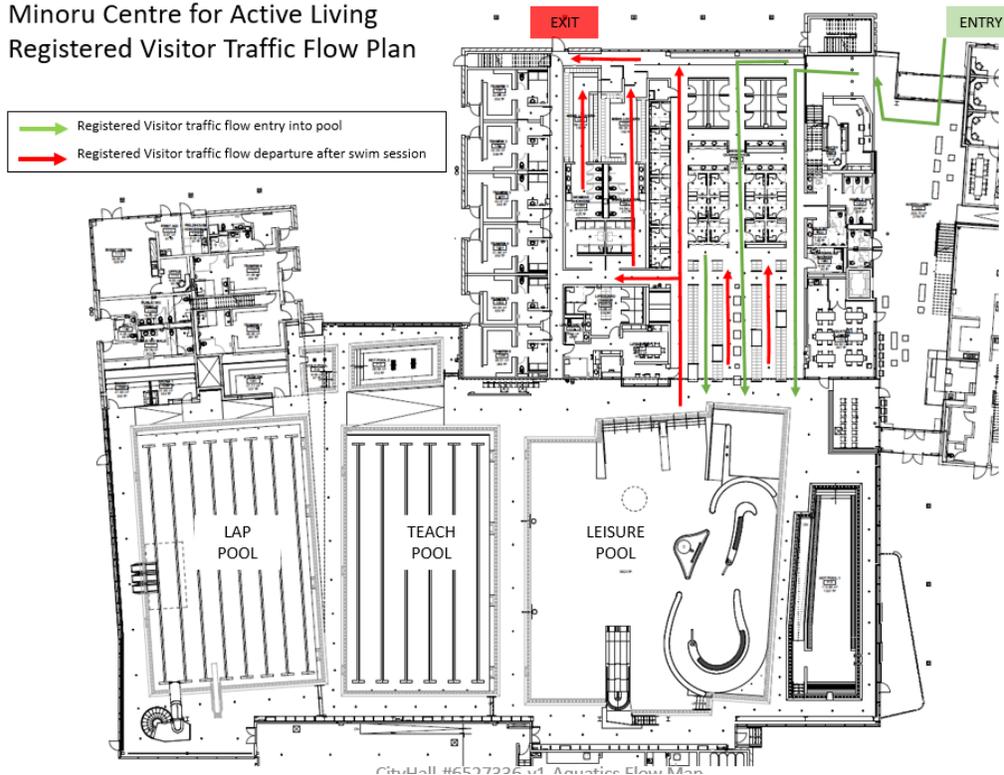
- Class numbers change based on pool space available for each program. Registrants for Learn to Swim classes range from one to 10.

**37. Are you offering tours?**

- No, not at this time.

## Flow of Traffic for Minoru Centre for Active Living

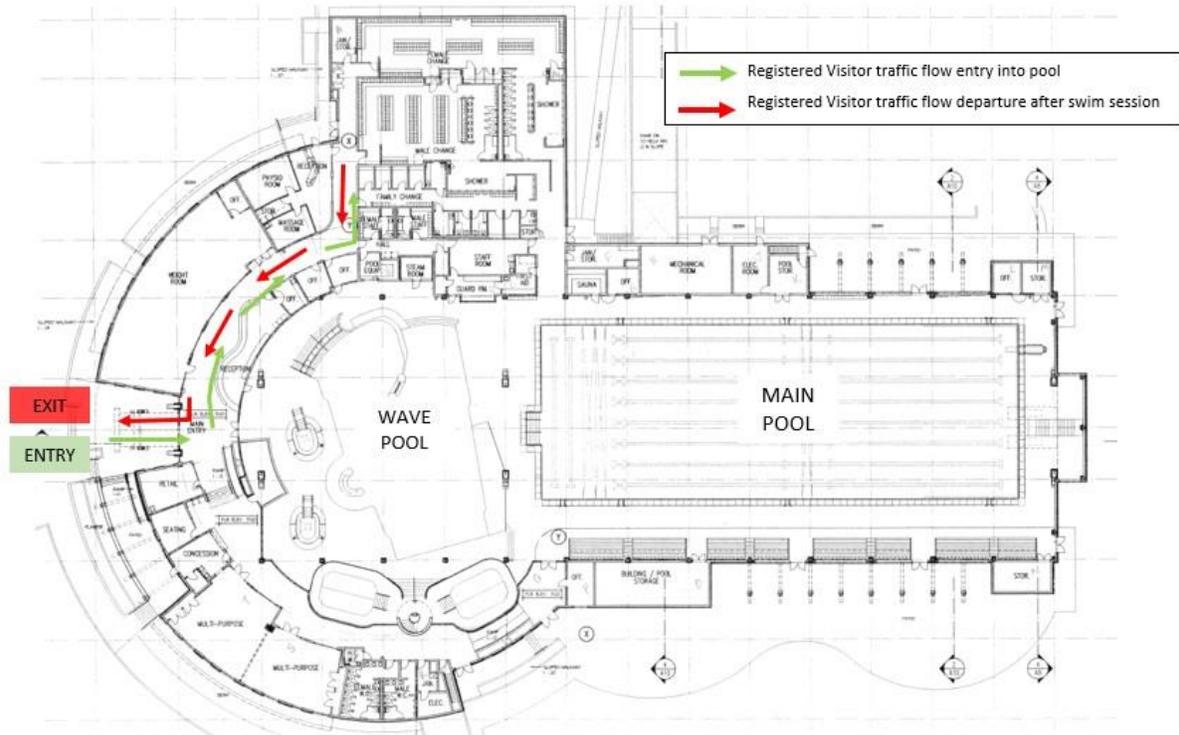
### Minoru Centre for Active Living Registered Visitor Traffic Flow Plan



See drawing above.

1. Line up at the main entrance of the building for entry. Everyone must read the self-screening poster prior to entry.
2. All patrons must use provided hand sanitizer when entering the facility. Multiple stations are available to keep the line moving forward.
3. Stanchions and floor graphics separate the entrance and exits. Follow the arrows to the front desk, where the reception staff will check in registered names.
4. Continue past the front desk to the change rooms. Patrons can change and leave their belongings in a locked locker. Bring a quarter to operate the lockers. (Alternating lockers, showers, sinks and toilets will be closed to maintain physical distancing and to help reduce cleaning).
5. Everyone must have a cleansing shower prior to entering the pool.
6. Once on the pool deck, patrons are requested to maintain physical distancing. There will not be further signage.

## Flow of Traffic for Watermania



See drawing above.

1. Line up at the main entrance of the building for entry where everyone must read the self-screening poster prior to entry.
2. As patrons enter, they must use hand sanitizer located inside the entry. There will be three stations available to keep the line moving forward.
3. There will be stanchions and floor graphics to separate the entrance and exits. Follow the arrows to the front desk, where the Cashier Receptionist will check names.
4. Continue past the front desk to the change rooms. Patrons can change and leave their belongings in a locked locker. (Alternating lockers, showers, sinks and toilets will be closed to maintain physical distancing and to help reduce cleaning).
5. Everyone must have a cleansing shower prior to entering the pool.
6. Once on the pool deck, patrons are requested to maintain physical distancing. There will not be further signage.