



**1. How do I register for a fitness centre sessions?**

- Registration for all fitness sessions can be taken online at [richmond.ca/register](http://richmond.ca/register) or through the Registration Call Centre at 604-276-4300, Monday to Friday 8:30am – 5:00pm
- Registration is non-transferable and the schedule is subject to change.

**2. Do you have to book sessions?**

- Yes; all Fitness Centre sessions will need to be done by **advanced** registration.

**3. How long are the sessions?**

- Each session will be 1.25 hours (one hour and fifteen minutes).

**4. When can you book?**

- You can register for a Fitness Centre session starting at 10:00am on the Monday, one week before i.e. booking for the week of August 24 will be open on August 17.

**5. Can I register for back-to-back time slots?**

- If space allows, you are able to register for back-to-back time slots. You will still need to exit the fitness centre at the end of your first slot, and queue with the other registrants for your second registered time.

**6. Can you use your membership?**

- Memberships and visit cards will remain on hold at this time. All memberships and visit cards will be extended to cover the amount of time facilities are closed. When full services resume at the facilities, the additional time will be added to your frozen membership. This includes monthly and annual passes for fitness centres, Richmond aquatic facilities and other facility-specific passes.

**7. What is drop in rate?**

Youth (13-18 years)	\$4.20
Adult (19-54 years)	\$6.05
Senior (55 years and over)	\$4.20

**8. Can you use RAC card?**

- Yes – Recreation Access Card holders and Recreation Fee Subsidy users, please call the Registration Call Centre to book exercise session.

**9. Can I use my RFSP membership to attend a fitness centre?**

- Yes - Recreation Access Card holders and Recreation Fee Subsidy users, please call the Registration Call Centre to book exercise session.

**10. What are cleaning protocols?**

- Upon arrival, registrants will be handed a spray bottle and towel. It is required that registrants wipe down equipment before and after use.



- Fitness Attendants will be responsible for cleaning and disinfecting the fitness centre on an as-needed basis; this will include, but are not limited to weights, racks, benches, door handles etc.
- Cleaning and disinfection of high-touch surfaces occurs twice per day. For facilities open greater than 8 hours per day, these surfaces are cleaned at intervals not to exceed 6 hours.
- COVID-19 cleaning log sheet is used.
- Items that cannot be easily cleaned or deemed non-essential are removed.

**11. Will the water fountains be turned on?**

- Water fountains will be turned on to fill water bottles. Drinking spouts will be inaccessible.

**12. Will I be able to use all of the equipment in the fitness centre or are there limitations?**

- Fitness centres have taped off or removed machines/equipment to assure safe distance for registrants working out. Any machines/equipment that are in the fitness centre (and are not taped off) will be accessible to use.
- Time your retrieval of closely arranged equipment, such as dumbbells or medicine balls, to avoid close contact with others.

**13. How many visitors are permitted in the fitness centre at one time?**

- Each fitness centre will permit a maximum visitor limit, which factors in 2 metres of physical distance from the other registrants.

**14. If I cancel a session from being sick do I get a refund?**

- If you are unable to attend a class, please notify the Registration Call Centre as soon as possible to allow another community member to register.
- Refunds will be provided, if clients cancel their session prior to start time or if approved by a supervisor.

**15. Will lockers be accessible to place my belongings?**

- Some Fitness Centre's may have lockers accessible.

**16. Are showers available?**

- Change rooms and showers will not be available at this time so please arrive ready to participate.
- Washroom access during the time slot will be provided if necessary.

**17. How far in advance should I arrive for my fitness class?**

- To avoid long queues and assure a staggered approach to entering the fitness centre, please arrive a maximum of five (5) minutes before your scheduled time.

**18. What if I am late for my registered set time?**

- Each centre will give up to 30 minutes after scheduled registered set time. After 30 minutes, you will no longer be allowed to enter the fitness centre for your registered visit.

**19. If I am a youth, do I need a fitness orientation or parental consent?**

- Youth 13-15 years old are required to complete a Youth Fitness Centre Orientation prior to attending. Youth orientations can be booked by calling the Fitness Coordinator at their preferred location and only needs to be completed once for eligibility to exercise at all



centres. To register for an exercise session, please call the Registration Call Centre to verify this requirement has been met.

Facility	Name	Contact
Cambie Community Centre	Tina	604-233-8380
City Centre Community Centre	Nelson	604-204-8567
Minoru Centre for Active Living	Donna	604-238-8004
South Arm Community Centre	Kelly	604-238-8488
Steveston Community Centre	Jeannie	604-238-8097
Thompson Community Centre	Nathan	604-238-8434
Watermania	Danny	604-238-8010
West Richmond Community Centre	Murray	604-238-8411

Youth 13-18 years old are required to submit a completed *Informed Consent and Permission Form for Youth Fitness Centre Access* prior to attending the Fitness Centre. The form can be downloaded at [www.richmond.ca/register](http://www.richmond.ca/register) > Fitness Centres.

**20. Why are other City of Richmond fitness centres not opening for registered visits and when will other fitness centres be opening?**

- As the Restoring Richmond Plan states – The restoration of programs and services consists of a carefully staged approach along a continuum that takes into account level of risk, exposure, and ability to effectively mobilize service delivery with strict adherence to health and safety guidelines. Limiting the number of Fitness Centre openings was the safest way at re-introducing the fitness centre services.