

# FAQ

Follow us for more information!

 @leducrecreationcentre

## **Q: How do I enter the facility?**

Enter the East side of the building for the Fitness Centre, Indoor Track, Leduc County and Co-Op Fieldhouses. Enter the West side of the building for the Aquatic Centre.

## **Q: What are the hours of operation for the Leduc Recreation Centre?**

Monday to Friday 7 a.m. – 9 p.m.

Saturday & Sunday 8 a.m. – 6 p.m.

## **Q: What to expect when entering the facility?**

- There is a designated entrance and exit, please look for directional signage to ensure you are adhering to the physical distancing that has been put in place
- Every patron will be asked a set of pre-screening questions before being able to access the facility
- You will then see Guest Services to check in for your scheduled appointment where a wristband will be given to you that you will need to self apply, this must be worn at all times while in the facility
- There will be directional signage and floor decals throughout the facility so please follow

## **Q: Will spectators be allowed in the facility?**

No, not at this time. Participants need to come ready for their scheduled activity.

## **▶ THINGS TO KNOW**

- Contract Tracing - In an effort to contain the spread of the virus, if a positive case is identified within the Leduc Recreation Centre, the information collected through the Live Leduc Mobile App would be used to contact those that may have been in close contact with the probable case. This contact tracing can help individuals understand their risk and limit further spread of the virus. Your safety is our priority.
- Child Minding and Indoor Playground will remain CLOSED
- The water fountains will have bottle filling only. The mouth piece will be disabled so please remember your water bottle
- Vending machines will be available for items to be purchased
- There will be hand sanitizing stations throughout the facility
- Enhanced cleaning protocols have been put in place, your safety is our priority
- Seating areas (tables and chairs) have been removed
- Bulletin board will still be available for community support, please email your poster to [dhewson@leduc.ca](mailto:dhewson@leduc.ca).
- Program/service information brochures and takeaways will no longer be available within the facility as we look to reduce high touch surfaces. Instead most will be posted within the facility and/or be available online [Leduc.ca/LRC](http://Leduc.ca/LRC).
- Recreation Services Comment Form will now be available online <https://www.leduc.ca/recreation-community/recreation-services-comment-form>.

## **▶ PLEASE REMEMBER**

Stay home if you have a fever, cough, sore throat, runny nose or shortness of breath or if you are a close contact of a person who tested positive for COVID-19 or have returned to Canada from an outside country within the last 14 days.

*Thank you for being safe, kind and patient. We're in this together. We'll get through it together.*



## ■ Limited time offer at the Leduc Recreation Centre

LRC MEMBERSHIP OPTIONS	
	Monthly Pass
Adult (18 – 59 years)	\$37.00
Youth (8 – 17 years)	\$25.00
Youth Additional (when added to adult pass)	\$10.00
Child (3 – 7 years)	\$17.00
Child Additional (when added to adult pass)	\$10.00
Pre-School (2 and under)	--- FREE ---
Senior (60 – 74 years)	\$25.00
Senior Active Afternoon (60+ years)*	--- FREE ---
Senior Plus (now available for 75+ years)	--- FREE ---

\* Senior Active Afternoon membership facility access only available Mon. – Fri. between Noon – 4 p.m.

- **All Annual and Continuous Memberships** will be put on hold until further notice, however members can choose to reinstate their annual memberships at any time.
- **We will not be offering the purchase of new Flex Passes** at this time but already purchased ones can be used when visiting the facility.
- **Monthly Memberships** at this special pricing can be purchased prior to the facility re-opening by calling Guest Services 780-980-7120. From July 2 – 5 from 9:30 – 5:00 p.m. Once the facility opens on July 6, you can either call or come in person to purchase.

SINGLE VISIT	
	Single Visit Admissions
Adult (18 – 59 years)	\$6.00
Youth (8 – 17 years)	\$4.00
Child (3 – 7 years)	\$3.00
Pre-School (2 and under)	--- FREE ---
Senior (60 – 74 years)	\$4.00
Senior Plus (75+ years)	--- FREE ---
Family**	\$14.00

\*\* Family admission consists of 2 adults and all children under 18 years of age, residing in the same household.

## ► DOWNLOAD IT TODAY!

### Reserve your spot, schedule your appointment.

Pre-booked spots will only be held for 10 minutes past the appointment start time. If you are more than 10 minutes late, your spot will be released for a walk-in patron.

Patrons are responsible to cancel any scheduled appointments in advance made through the Live Leduc App or Guest Services. Cancellations needs to be done at least 1 hour in advance of the scheduled appointment start time. To cancel an appointment patrons can use the Live Leduc App or call Guest Services 780-980-7120. With each facilities limited capacity at this time, we can ensure we are able to accommodate another patron wanting to use the facility during that timeslot. When a patron has accumulated more than 2 no-show appointments, the patron's ability to schedule appointments will be revoked through the Live Leduc App and Guest Services for a 2 week period.

Thank you for your cooperation!

### Q: How do I download the app?

- On your smartphone/tablet open up the apple App Store or Google Play store.
- In the search bar, type in "Live Leduc App".
- Press on the download button to install the app onto your phone.
- Exit the app store and wait for the download to finish.
- Open up the Live Leduc App and enter your login details.

### Q: How to schedule an appointment for the Fitness Centre and Indoor Track?

1. Click on Appointment Scheduling
2. Select Indoor Track Lanes or Fitness Centre
3. Select your start time, duration and then click Reserve
4. You will receive a confirmation, Reservation complete.
5. You can then add the appointment to your calendar or share it with friends and family.

### Q: How to schedule an appointment for Public Swim/Family Swim at the Indoor Pool?

1. Click on Appointment Scheduling
2. Select Public Swim/Family Swim - Indoor Pool
3. Select your start time, duration, number attending and then click Reserve
4. You will receive a confirmation, Reservation complete.
5. You can then add the appointment to your calendar or share it with friends and family.

Please make sure that the top right hand corner facility drop down is on Aquatic Centre to schedule your appointment.

### Q: How can I reserve my spot for AquaFit at the Indoor Pool?

1. Click on Classes
2. Pick the day of the week you would like to attend AquaFit – Indoor Pool
3. Click Reserve
4. You will receive a confirmation, Reservation complete.
5. You can then add the reservation to your calendar or share it with friends and family.

Please make sure that the top right hand corner facility drop down is on Aquatic Centre to reserve your spot in class.

### Q: How can I cancel my appointment?

1. Go to My Schedule to cancel your appointment at least one hour in advance of your start time
2. Go to the day and time you are looking to cancel
3. Click Cancel
4. There will be a confirmation question to make sure you want to cancel, then Click Yes, cancel.
5. You will receive a confirmation, Reservation Canceled.  
Would you like to make another reservation? You can choose Close or Yes.

**Q: How long are the pre-booked appointments?**

Fitness Centre & Indoor Track are one hour in length.  
Public/Family Swim at the Indoor Pool are 2 hours in length.  
Lane Swim is 30 minutes in length.  
AquaFit is a 45 minute class.

**Q: When should I arrive for my appointment?**

Access the facility 10 minutes prior to your scheduled appointment.

**Q: Can I pre-book for more than one appointment at each amenity per day?**

No, you can only book a maximum of one appointment per day per amenity to ensure fair & equal opportunity to access for all patrons.

**Q: Do I have to pre-book ahead of time to access?**

We will be holding 25% of available spots for walk-in patrons, but we recommend booking ahead as this is the only way to guarantee access when you want.

**Q: Do I get to access the Fitness Centre or Indoor Track Lanes for one hour from the time I enter?**

Not necessarily. If you come as a walk-in, you will have to adhere to the same booking appointments as pre-booked patrons. This means if you come to use the facility half way through the allotted appointment time, you will still have to leave at the end of that appointment, shortening your access time.

**Q: What if I'm running late for my pre-booked appointment?**

Unfortunately, we can only hold pre-booked spots for 10 minutes past the start time. If you are more than 10 minutes late, your spot will be released for a walk-in patron.

**Q: Can I book multiple days at one time?**

Yes, you may book up to 72 hours in advance for one hour of each amenity in the same day but you cannot book both amenities at the same time.

**Q: Can I change or cancel my appointment?**

Yes, you can cancel and change your appointment using the Live Leduc app or by phone 780-980-7120.

**Q: Can I book an appointment over the phone?**

Yes, you can book over the phone but using our app is encouraged due to the high volume of calls we are currently receiving.

**Q: Can I book access to the Fitness Centre and Track Lanes on the same day?**

Yes, you can book up to one hour of each amenity in the same day, but you cannot book both amenities at the same time.

**Q: Do I have to wear a wristband?**

Yes, we ask that all patrons self-apply their wristband. It is important that everyone's wristband is worn and is visible.

**Q: What will the check-in process look like?**

We recommend arriving a few minutes early for your appointment; you will be asked some health pre-screening questions before you enter the facility and then will proceed to Guest Services to check in, confirm your membership is valid and receive your wristband.

## ▶ **WHAT OTHER CHANGES CAN YOU EXPECT WHEN ATTENDING THE FITNESS CENTRE AND INDOOR TRACK**

- New disinfecting wipe dispensers have been installed, these wipes are to be used to wipe down all touch points of equipment and accessories
- Foam rollers will not be available at this time
- Resistance bands, skipping rope and massage balls will be available to sign out only.
- Please see fitness desk to sign one out during your appointment time
- Changerooms will be closed (there will be access to the washrooms), please come ready to workout
- The water fountains will have bottle filling only. The mouth piece will be disabled so please remember your water bottle
- There will be the small coin lockers available for keys and your wallet but the number of lockers is limited
- There will be workout areas for free weights marked to ensure physical distancing
- Some equipment will be moved to Indoor Track to accommodate physical distancing
- No scanning in at the Fitness Desk, all patrons have to see Guest Services at the East side of the facility
- Capacity for the Fitness Centre is 50 and Indoor Track is 20 each hour
- The Indoor Track is stroller friendly during this time, we ask that any children not in a stroller do not attend your scheduled appointment with you in support of facilitating physical distancing and capacity limitations.

## ▶ **WILHAUK BEEF JERKY & WEST TWIN ARENA FOR USER GROUPS/BOOKINGS ONLY**

- Access the facility through the South side man doors for their respective arena for their booking and EXIT through the main corridor.
- Access to the facility will be 10-15 minutes prior to your scheduled time
- To avoid congestion while waiting to enter the facility, only the Coach should arrive for the initial check in at the South side man doors, team members will need to physical distance or wait in their vehicles until they are flagged by the Coach to come in
- Players must arrive dressed in their gear, ready to play. There will be no dressing room access due to the physical distancing guidelines in place and the cleaning/ sanitizing procedures necessary.
- All bags will be stored during use on the players benches. It is recommended to avoid bringing Hockey Bags and limit personal belongings to a labeled water bottle, skates, skate guards, sock tape, stick and helmet. These should be placed in a small duffle bag.
- Washrooms will be available from the players benches and in the main corridor. To protect your skates from the concrete, skate guards must be worn when exiting the ice surface.
- There will be no spectator seating or viewing area available at this time.

## ► COUNTY OF LEDUC COURTS & CO-OP FIELDHOUSE

- Field house & Court bookings will access the facility through East Entrance.
- Access to the facility will be 10-15 minutes prior to your scheduled time.
- Please enter the facility as a group, gather outside the building and come in the East Entrance together.
- Check-in for your scheduled time will be done at the crossbars in the main corridor located by the fieldhouses not at the Guest Services desk.
- Entrances & Exits for sport amenities must be different to alleviate cross over transmission between uses. To accommodate this, there are designated entry and exits for the County of Leduc Courts and Co-op fieldhouse.
- Players must arrive dressed in their gear, ready to play. There will be no dressing room access due to space requirements and disinfecting protocols.
- Users must bring their own equipment. Nets, poles and benches will be provided by the facility.
- No lockers will be available. All belongings will be stored during use in the court or in the North corner outside the Co-op fieldhouse. It is recommended to limit personal belongings to a labeled water bottle and equipment to play.

## ► LRC MEETING ROOMS

- LPH & Kosmos Kitchen are now available for Private Bookings, call 780-980-7118 or email [events\\_bookings@leduc.ca](mailto:events_bookings@leduc.ca)

## ► WHAT TO EXPECT WHEN VISITING THE AQUATIC CENTRE

- The Aquatic Centre will be offering lane swim, family and public swim plus AquaFit.
- There will be no swimming lessons, the WIBIT or public rental at this time.
- Showers will be offered for a quick rinse only.
- Hot pools and steam room will remain closed until Stage 3.
- Swim lockers are unavailable; however, a bag check system will be available on the pool deck.
- The Indoor Pool will be CLOSED every couple hours to facilitate our cleaning protocols that have been put in place. Please refer to the schedule to confirm when so you can time your visit.
- All users of the Indoor Pool, whether you enter the water or not, will require a scheduled appointment and to pay admission. This will help manage the overall numbers allowed within the facility as per the guidelines in place.
- Download the Live Leduc App to reserve your spot, schedule your 2 hour Public Swim appointment at the Indoor Pool. Please ensure you book an appointment for the number of people coming to enjoy Public Swim e.g. if you have a family of 4, choose 4 people from the drop-down – all will be under the Mobile App users name.
- Shallow Water AquaFit is located under Classes – pick the day of the week you would like to attend and reserve your spot.
- Also, make sure that the top right hand corner facility drop down is on Aquatic Centre to schedule your appointment or reserve your spot in class.
- With the limited capacity and in an effort to have as many people enjoy the outdoor pool as possible, each amenity can only be booked for one appointment each day right now.