

A vertical photograph on the left side of the page shows a person with long blonde hair wearing a blue wristband. The wristband has some text on it, including 'LEDC' and a number '1037'. The person is wearing a grey long-sleeved shirt. The background is a solid red color.

# WRISTBAND FAQ

**The questions and the why wristbanding is required for participation at the LRC.**

**Wristbands must be worn (on the wrist) everywhere in the facility except for in the Aquatic Centre from 5:30 – 8 a.m.**

## **Why?**

Helps us easily identify individuals who have paid for facility access, as well as children who need supervision while at the facility. This will assist in creating a safe and enjoyable experience for all.

Lifeguards cannot wristband patrons while actively lifeguarding because doing so would compromise their primary responsibility: maintaining constant and effective surveillance of swimmers and water conditions to prevent accidents, injuries, or drowning.

If a patron who has accessed the pool between 5:30-8 a.m. wishes to access opportunities elsewhere in the facility after their swim, they must obtain a wristband from Guest Services if they have opened or if not, then from the Fitness Centre desk on the second floor.

# LRC WRISTBAND FAQ

Outside of the 5:30 - 8 a.m. window, patrons accessing our Aquatic Centre must wear a wristband on their wrist, including AquaFit participants. AquaFit participants arriving before 8 a.m. must obtain a wristband from Guest Services prior to the start of class.

## Why?

This ensures consistency across all patrons accessing admission-based aquatic programming, promoting fairness in enforcement. It also provides an equitable solution for individuals wearing gender-based swimwear that may not allow for secure wristband attachment, ensuring everyone can participate safely and without undue inconvenience.

## What are the public drop-in hours when the Guest Services Desks are NOT open?

Leduc Co-op Fieldhouse & Leduc County Courts  
*Some opportunities prior to 8 a.m.*

RE/MAX Fitness Centre & Indoor Track  
*Weekdays 5 – 8 a.m.*

Woodbend Dental Aquatic Centre  
*Weekdays 5:30 - 8 a.m.*

The facility opens to the public at 5 a.m. on weekdays (Monday to Friday), with some public drop-in opportunities available from 5 - 8 a.m. Our Guest Services desks become available at 8 a.m. and remain open until the facility closes, seven days a week (Sunday to Saturday).

## What options do patrons have to access the facility between 5 - 8 a.m. on weekdays (Monday to Friday)?

Patrons may purchase a membership or flex-pass as a valid prepaid option to access the facility when Guest Services are not available, and the desks are closed. Memberships provide unlimited access during the active membership period. Our flex passes include 10 prepaid visits, which are transferable to others but non-refundable.

These options allow seamless entry during early morning hours or other times when the Guest Services are closed.

## What is the check-in process for patrons accessing the facility during the early morning period?

Each amenity offering drop-in opportunities during the early morning hours from 5 – 8 a.m. has a specific process in place for early morning admission while Guest Services is closed. Please refer to the details below.

Leduc Co-op Fieldhouse, Leduc County Courts | Chemco, Wilhawk Beef Jerky & Aspen Custom Trailers Arenas

- *Patrons must check in at the Fitness Desk on the Second Floor to access drop-in opportunities in these amenities.*

## RE/MAX Fitness Centre & Indoor Track

- *The Fitness Attendant will scan memberships, and flex passes as patrons walk past the fitness desk. Fitness Attendants can validate prepaid admission options and provide general information to first-time visitors to the facility. They, however, cannot accept payment of any kind.*

## Woodbend Dental Aquatic Centre

- *Patrons must show their membership or flex-pass to the lifeguard on duty, who will record the pass number on a list. At 8 a.m., this list is forwarded to Guest Services for verification. Guest Services will contact patrons directly if their membership or flexpass has expired.*

## Wristbands may be given to a patron to band themselves, however they must put the wristband on at Guest Services/Fitness Desk.

## Why?

Allowing patrons to apply their own wristbands helps respect personal boundaries for those sensitive to physical contact, while still ensuring compliance with safety and access policies. By supervising the wristband application, staff can verify it is worn properly and not being saved, shared, or transferred to another person.

# LRC WRISTBAND FAQ

To support patrons whose wrist size makes a single band challenging, two wristbands will be fixed together and used in the same manner as one, worn on the wrist.

## Why?

This has been tested and proven to be an effective method to address this concern.

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**Wristbands must be worn over top of long sleeve clothing.**

## Why?

For safety and verification purposes, wristbands must be worn visibly on top of long sleeve clothing. This ensures staff can easily confirm valid admission at all times.

This is especially practical in situations such as:

- When a swimmer is wearing a rash guard or modesty-based swimwear.
- When a Fitness Centre user is wearing compression gear or other long sleeve clothing.

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**Wristbands from previous days must be removed prior to entry into any paid admission area or facility. The patron may remove it themselves or Guest Services/ Fitness Attendants may cut old wristbands off and recycle them.**

## Why?

This ensures that no patron is suspected of wristband misuse.

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**Wristbands will be available 15 minutes prior to the start of an activity or membership timeslot (e.g. Senior Active Afternoons) and up to 15 minutes before the scheduled end (e.g. end of public drop-in activity or membership window or prior to close).**

## Why?

This timing allows patrons to receive a wristband with enough time to participate fully in their scheduled activity, while also preventing wristbands from being issued too late which could limit a patron's ability to use the amenity meaningfully, lead to unnecessary overlap with the next scheduled activity or result in wristbands being distributed when the facility is winding down for the day.

**Medical notes and restrictions tied to religion are the only acceptable means of receiving an exception to wearing a wristband on the wrist.**

To qualify for an exemption, patrons must provide a valid medical note or mention of religious restriction. Patrons granted exemption will be provided with an alternative form of identification to carry or present while in the facility, indicating that an exemption has been approved.

For these exemptions, a note will be placed on the patron's Intelli client record by Guest Services. Medical notes will be saved to their customer profile as a document.

Exempt patrons must expect and accept being asked about not wearing a wristband. Staff will be trained to respectfully collect the patrons' names to confirm exemptions with Guest Services as needed.

## Why?

This policy is designed to minimize exceptions based on personal preference, ensuring they are granted only for valid medical or religious reasons. It promotes consistency across the facility (all amenities), enhances clarity for patrons regarding expectations, and supports a safe, inclusive environment for everyone.

