



## DRC FACILITY FAQ

### Did the hours of the DRC change?

- Our hours of operation have remained the same. Monday-Friday – 5am-10pm, Saturday & Sunday 8am—5pm.

### What safety precautions are you taking to keep guests safe?

- Temperatures will be taken at the door. Those with temperatures of 100.4 or higher will be asked to leave. Please stay home if you feel sick.
- Touchless check-in at our Guest Services desk has been implemented.
- Facility doors will be kept open where possible for touchless entry.

### Will there be basketballs available in the gym?

- There will be no basketballs provided. No pick-up basketball. Individuals and families can bring in their own basketballs.

### Will racquetball and pickleball courts be available?

- Yes, but no equipment will be provided. Racquetball and pickle ball players should bring their own equipment. Pickleball nets will be provided during regular scheduled times.

### Are there any time or age limitations in the DRC with these new procedures?

- The staff recommends that you keep your gym time to 2 hours or less as much as possible.
- Youth ages 8-15 must have a parent/guardian present in the building. All previous facility age requirements still apply.

### Is the pool open?

- The pool is scheduled to open on June 8.

### Are the locker rooms open?

- The locker rooms are scheduled to open on June 8.

### What are the hours for the Kids Club?

- Opens June 1
- Mon-Fri 8:00am-1:00pm, 3:00pm-8:00pm, Sat 8:00am-12:00pm, Sun 12:00pm-5:00pm.
- 1pm-3pm Mon-Fri Kids Club will be closed to clean and sanitize.



## MEMBERSHIP FAQ

I have an autopay membership; how did the closing affect my membership?

- All members with autopay memberships in place (at the time of the facilities closing) were frozen to ensure no payments were taken out during our closure. Autopay memberships are set to reactivate on May 26. Invoice dates will be adjusted to a new day of the month based on the amount of days that were unable to be used from your last payment due to facility closure. No one will be invoiced prior to June 1.

I have an annual/monthly membership, how did the closing affect my membership?

- All members that had one of these memberships prior to the facilities closing on March 16 have had their expiration dates extended for the amount of days the DRC was closed, plus the first 5 days that we are open to the public.

I have a locker rental; how did the closing affect my locker rental?

- All locker rentals were extended the amount of time the facility was closed.

Can I get a refund on my membership?

- If Covid-19 has impacted your comfort coming back to the DRC – please call and talk to one of our Facility Coordinators during our normal operating hours starting 5/26.

## PROGRAMMING FAQ

When will registration for summer programming start?

- Registration starts May 26. Registration will be online only except for Recreation Station. Recreation Station requires in person registration. If you are unsure of your login for your account or haven't set one up please contact the DRC at 788-3781 and we can email that information to you.

When does Recreation Station start and how can I sign up?

- Recreation Station will start on June 8 at the Hubbard Arts Center and will continue for 8 weeks. Registration paperwork must be filled out in full before registration.

Will summer programs be scheduled and where can I find them?

- Summer programs are listed on our website at [www.derbyrec.com](http://www.derbyrec.com), online enrollment is encouraged. Online view will be available beginning May 22.