



Drop-in Programs FAQ

How do I register for a Drop-in Program?

Register Online at www.courtenay.ca/reconline (Have your login ready or create a new account)

1. Select REGISTER ONLINE
2. Search for the name of your Activity
3. Select Add to Cart
4. Select Enroll Now
5. Login if not already
6. Select participant, dates of enrollment, complete required field/s
7. Select Add to Cart
8. Review the information selected and complete any required fields
9. Select Check Out
10. Process payment OR Register over the Phone by calling the Lewis Centre (250) 338-5371 or the Filberg Centre (250) 338-1000 with Visa or MasterCard.

Commonly Asked Question and Answers

How do I register for a Fitness drop-in if I have a punch card or membership?

Registration can be completed online following process previously listed and/or over the Phone.

***Please note:** Only one drop-in space per fitness class can be booked weekly.

How do I cancel a reserved drop-in spot?

Pre-reserved bookings can be made up until 1 hour prior to the start of your class, no last minute drop-ins will be permitted at this time, you must have pre-registered for your booking. As spaces are limited, if you are not able to attend your drop-in, you must call to cancel your reservation – Do so by calling The Lewis Centre at 250-338-5371 or The Filberg Centre at 250-338-1000.

What can I expect when I arrive and when should I arrive?

- Please do not arrive until 5 minutes before the start time of your activity as doors are locked
- As the rainy season is here – we ask that you wait in your car until the start of your class to avoid congestion at the door while waiting to be let in
- Masks are strongly recommended when lining up or moving about the building. You are not required to wear your masks during your scheduled activity.
- Please bring a bag with you to place your wet shoes during your scheduled activity

- You will be screened and asked if you have any symptoms of COVID-19, checked in and then directed to sanitize your hands prior to entering the building. If you have any symptoms, you will not be permitted to attend your class.

How do I check in if Recreation doors are locked?

One of our amazing program Instructors will meet all registered class participants at the door and will check everyone in one participant at a time.

Please ensure you arrive on time for your class as you may not be permitted entry once the doors are locked.

If you are attending any activities which take place in the MP Hall, Craft Room B or Gym at the Lewis Centre: please use the main doors on Old Island Highway

If you are attending a program that runs in Craft Room A: Please use the sliding door into craft room A by the parking lot main doors

Getting ready for your fitness activity or program:

- Do not attend your booking if you are exhibiting any symptoms of COVID
- Come dressed in your workout gear, wear appropriate footwear and bring your own water bottle, bottle refill stations will be available but there will be no access to the fountain.
- Keep personal items to a minimum, leave them in your car or at home if possible.
- Please maintain at least 2 metres from others while you line up, move about the facility and while participating in your program.
- Please refrain from congregating in groups before, during or after your activity to allow for physical distancing of others.
- Wash or sanitize your hands before and after your workout. Frequent handwashing is highly encouraged.
- Before using any program equipment: Using disinfectant wipes provided, wipe down all areas of the equipment. After you use equipment: Using disinfectant wipes provided, clean all parts of the machine or equipment used. After your activity, please use hand sanitizer provided upon exiting the building.
- Once you finish your activity please leave the by the following doors depending on which room your program is located:
 - MP Hall: exit outside of MP Hall doors to front of building
 - GYM: the main doors facing Old Island Highway
 - Craft Room A: Sliding door used upon entry