



## Courtenay Recreation Fitness Drop-in FAQ

Please stay home if you are sick. If you need to assess your symptoms, please call 8-1-1 or use the BC COVID-19 Self-Assessment tool: <https://bc.thrive.health/covid19/en> workout that includes additional cleaning of equipment that each gym user must include as part of their workout routine.

Physical distancing is not optional. Those who are unable to follow the guidelines will be reminded of the rule and, if it cannot be adhered to, they will be asked to leave. Participants must stay 3 metres apart. Class sizes have been reduced and workout area/s will be marked on the ground to help you with spacing.

**Question:**      **How do I register for a drop-in fitness activity?**

Answer:            Register **Online** at [www.courtenay.ca/reconline](http://www.courtenay.ca/reconline)  
(Have your login ready or create a new account)

1. Select REGISTER ONLINE
2. Search for the Activity
3. Select Add to Cart
4. Select Enroll Now
5. Login if not already
6. Select participant, dates of enrollment (the classes you would like to attend), 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 or the Filberg Centre with *Visa* or *MasterCard*.

**Question:**      **How do I register for a drop-in fitness activity if I have a **punch card?****

Answer:            Registration can be completed online following process previously listed and/or **over the Phone** by calling the Lewis Centre or the Filberg Centre.

**Question:**      **How do I register for a drop-in fitness activity if I have a **Fitness Membership?****

Answer: Registration can be completed online following process previously listed and/or **over the Phone** by calling the Lewis Centre or the Filberg Centre.

**Question:**     **How do I cancel a fitness drop-in?**

Answer: Class bookings can be made up until 1 hour prior to class, no last minute drop ins will be permitted at this time. A previously booked fitness drop in must be cancelled 3 days prior to the start of your class and can be done by phoning the Lewis Centre at 250-338-5371.

**Question:**     **Where do I go for my class and when should I arrive?**

Answer: Please do not arrive more than 10-15 minutes prior to your class start time. Proceed to the stage area in Lewis park beside the outdoor pool. There will be physically distanced spots, marked on the ground for you to line up and wait to check in.

**How do I check in?**

Your instructor will check everyone in one participant at a time, ask if you have any symptoms of COVID-19, then direct you to your indicated workout spot. If you have any symptoms, you will not be permitted to attend class.

**Question:**     **What is expected of me?**

Answer: Please do not attend class if you are exhibiting any symptoms of COVID and follow health protocols. Please maintain at least 3 metres from others while you work out, which has been previously marked out for you. Use the hand sanitizer that has been provided before and after your workout. Please refrain from congregating in groups before or after your class to allow for physical distancing of others. Before you use equipment: please wipe it down using the wipes provided. After you use equipment: wipe it down using the wipes provided.

**What should I bring with me?**

Please come dressed in your workout gear, wear appropriate footwear for outdoors, sunscreen and other personal wear that may protect you from weather. Bring your own water bottle as water fountains are not available. Keep personal items to a minimal, leave in your car or at home if possible. Do bring a mat if possible (yoga props if applicable)

**Can I just show up and participate?**

No, everyone must pre-register for their spot in fitness classes. Limited spots are available, no drop ins will be accepted before the beginning of a class.

**Is the Lewis Centre open?**

At this time there will be no public access to the Lewis Centre including change rooms and washrooms. Washrooms will be available at the outdoor pool if needed.

Lewis Centre     (250) 338-5371                      Filberg Centre     (250) 338-1000