



## MASON COMMUNITY CENTER Phase II FAQs

### What are the operating hours for the Mason Community Center in phase II?

- Operating hours are 5:00 a.m. to 7:00 p.m. Monday through Friday, and 7:00 a.m. to 7:00 p.m. on Saturday and Sunday.
- Phase II runs through August 16.
- Appointments are no longer necessary for phase II. Members visiting the Center can arrive anytime during open hours without making an appointment to visit.

### Who has access to the facility and can I purchase a guest pass if I am not a member?

- Existing and new members have access to the facility during Phase II. The facility will operate in a limited capacity and members will be given priority to visit during this time if desired. Household Guest passes cannot be used during Phase II.

### What is the best way to for me to receive updates about Mason Community Center?

- Receive regular updates about Mason Community Center by following us on social media, subscribing to the e-newsletter, and visiting our website.



City of Mason Recreation



[www.imaginemason.org](http://www.imaginemason.org)



@MasonOHRec



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### How has the Fitness Floor changed?

The Fitness Floor has been reorganized to provide adequate spacing to promote social distancing. Members will be able to train all muscle groups and complete cardio training in similar ways prior to the closure.

### Will the outdoor pool open this summer?

With the arrival of summer we know there is interest in the status of the new outdoor pool. Construction of the new Mason Municipal Aquatics Center is ongoing and we are hopeful for a sneak peek opening of the leisure pool and splash pad in late summer. Please visit our dedicated [website](#) for this project for regular updates.

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## MASON COMMUNITY CENTER

# Membership FAQs

### When will monthly billing resume for my membership?

- Memberships resumed regular billing on Thursday, July 16. The next bill date is Monday, August 17.

### What if I am not ready to visit the Center, can I place my membership on an extended hold?

- Yes, you can place your membership on **hold** for \$10 per month. Members on hold do not receive member benefits like priority registration or Premier Member Perks until the membership is re-activated. Member benefits like guest passes and member pricing for programs are suspended when a membership is on hold.

### If I cancel my membership and want to join as member again, will I be charged the \$100 administrative fee?

- The \$100 administrative fee is charged for any membership that lapses for more than 30 days. Placing your membership on hold is a great option to avoid paying the \$100 administrative fee again.

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## **I paid for my membership in full and missed a few months of use due to the closure. Will I receive an extension on my membership?**

- Yes, all paid in full memberships will be extended for the length of time the facility was closed.

## **How can I prepare for my visit?**

- Complete a new facility waiver specific to COVID-19 and bring it with you on your first visit back. We will have these on site but if you complete it in advance it will expedite your check in.
- Please self-access for symptoms prior to visiting the Center. Members experiencing any symptoms of a fever (100.4°F or higher), recent cough, unusual fatigue, headache or has had any exposure to someone who has any symptoms, (which includes family and friends) should remain at home. We encourage you to visit a physician prior to returning to the Center.
- Please understand that we reserve the right to screen patrons who are in the Center and are showing symptoms of COVID-19.
- Hand sanitation units are located throughout the facility. Please use them frequently.
- Members can expect new, one way traffic patterns.
- Air purifiers are installed to continually assist with disinfecting surfaces.
- Fans will not be in operation during the initial phase to reduce keep air circulation neutral.
- Please minimize interactions with others while visiting the Center.
- Please bring your own workout towel and water bottle, prefilled for your workout. Complimentary towel service and water fountains will not be available during this initial opening.
- Please clean and sanitize equipment before and after each use with available wipes.
- Employees will clean and sanitize the facility regularly and wear face masks.
- The fitness floor has been reorganized to promote social distancing. Equipment is available for full body strength and cardio workouts. Some familiar pieces have been removed for the initial phase. Please speak with an employee if you have questions about the floorplan.
- The second level NEW walking track may be used for walking, jogging and running. Please use the fitness floor for circuit training, stretching, and weight training workouts. This is necessary to comply with social distancing and one way traffic patterns on the second level.

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- Items left at the facility will be discarded daily. Please leave valuables at home and limit what you bring to the Center during your visit.
- Members are encouraged to leave the Center following their workout. Locker rooms are available to guests using the pool during their visit.
- When visiting the pool, please leave personal items in a locker and only bring your towel to the pool deck. Please bring a lock for your locker.
- Please limit the amount of time in the locker rooms.
- Sneeze guards are present at customer service counters..
- Members are encouraged to wear masks in common areas.
- Group Exercise class cards are available 30 minutes before class; participants may enter to setup 10 minutes before start of class
- Kids Korner is open by appointment; you are encouraged to schedule prior to arrival.

