

Thank you for purchasing your admission and reserving your time slot at a City of Edmonton Recreation Centre. We are implementing new ways of managing our business for your safety so please bear with us as we refine our approach to best serve you. In preparation for your visit, we would like to provide information on what we need you to do.

### **Before you visit**

- Please do not come to a recreation centre if you:
  - Are showing symptoms of COVID-19 such as cough, fever, runny nose, sore throat or shortness of breath. Please isolate at home for at least 10 days and consult [Alberta Health](#) for more advice/information.
  - Have travelled outside of Canada within the last 14 days. You must isolate.
  - Have been in contact with anyone sick with COVID-19 within the last 14 days.

### **What to bring**

- Identification.
- Purchase receipt (paper or on phone).
- If applicable, membership card or Leisure Access Pass.
- Face coverings are required while in the recreation centre, although not during physical exercise and are not allowed in the pool.
- We recommend that you leave valuables at home.

### **When you arrive**

- Please do not show up more than 10 minutes prior to your scheduled time slot for fitness centres and gymnasiums/courts or indoor fitness programs and no more than 5 minutes for pools.
- When you come to the facility, please show your booking confirmation to the staff member at the front door so we can verify that you have booked a time.
- Please arrive wearing your workout or swim attire. If you are using the aquatic facility you will receive a waterproof, non-transparent bin in which to place your belongings.
- For cancellations. call 311 or email [myaccount@edmonton.ca](mailto:myaccount@edmonton.ca). A credit will be provided on your account for future use.

### **Health and safety measures**

We have put some adjustments in place for the health and safety of our staff and visitors. These modifications are designed to comply with public health orders and guidelines.

- All staff and visitors are expected to follow provincial public health guidelines.
- Increased hand sanitizer stations will be available throughout facilities.
- Please follow all directional signage.
- Please respect physical distancing of 2 metres at all times.
- It is required that patrons and participants wear a face covering when they are not engaging in physical exercise. Wearing face coverings in pools is not allowed.

For more information, please visit [edmonton.ca/reccentres](http://edmonton.ca/reccentres).