



FRONT DESK FREQUENTLY ASKED QUESTIONS

What are your operating hours?

Monday-Thursday

8:00a - 1:00p and 5:00p-8:00p

Friday

8:00a-5:00p

Saturday 8:00a-12:00p

Will the gymnasium and pool be open?

At this time, the only areas open are the fitness atrium and indoor walking track. The fitness atrium and indoor walking will operate at a limited capacity, with a maximum of 17 patrons at a time. The gymnasium and the aquatics center will remain closed until further notice.

Will any membership allow me to use the fitness atrium?

In order to use the fitness atrium, you must have a valid fitness membership. This includes monthly fitness memberships, 3 month's fitness membership, annual fitness memberships, early bird membership, and silver sneakers. All fitness atrium usage will be limited to **1 hour per visit**. Due to limited capacity, we highly suggest you preregister for the day and 1-hour time slot that you prefer.

How do I preregister?

Preregistration is only available to patrons with a current membership. To register, please visit Community Pass online at register.capturepoint.com/CityofLancaster. Here you will be able to select the day and time slot you wish to have, up to a week in advance.

Are day passes/drop-ins available?

Yes, you are still allowed to use the fitness atrium and indoor walking track with a day pass. Please visit the front desk for registration. Please be aware that time slots are first come, first serve.

Are fitness classes still available?

At this time, all classes have been suspended.

Do I have to wear a face covering?

Face coverings and masks are required. Please be aware that gloves are a **MUST**. **No gloves or face coverings, no entry.**

Can I purchase gloves onsite?



No, we will not be providing gloves. You must present gloves to enter the facility. No gloves, no entrance.

What precautions is staff taking to combat COVID-19?

We are currently operating at 25% capacity, and practice all CDC recommendations. Our fitness atrium is open and operating at a limited capacity of 17 patrons maximum. Staff will conduct a deep cleaning of the facilities three times a day. Before opening, between 1:00p-5:00p, and at closing time. Throughout the day, staff will clean fitness equipment after each use and routinely disinfect all public areas. We also encourage patrons to clean fitness equipment after each use. Social distancing is required at all times.

Is my upcoming reservation still firm/can I make a new reservation?

At this time, reservation facilities will remain closed and no new reservations will be taken. We will notify the public when reservations will resume. If your current reservation is cancelled due to COVID-19, please be assured that you will receive a full refund, to include security deposit and rental fees.

Will there be After School Program?

No, there will be no After School Program until further notice.

Where can I keep up-to-date with facility openings and changes?

Website: www.lancaster-tx.com

Facebook: City of Lancaster - TX

Instagram: @lancaster_tx