

To our Crestwood Members

The Crestwood Recreation Centre, originally scheduled to reopen this fall, has been delayed as part of the City's review of safely reopening facility operations.

City staff worked closely with Alberta Health Services and the Phase II provincial guidelines to understand best practices for all of our facilities. When discussing the reopening of the pool and fitness centre, a number of challenges were identified and it was decided the facility would remain closed until 2021.

We are working diligently with our programming staff and aquafit contractor to accommodate as many opportunities as possible, for the interim at the **Family Leisure Centre**.

Starting September 8, the Heartbreaker Instructors will be joining us at the FLC to provide the following classes:

11:00 – 11:50 – Monday - Friday
1:10 – 2:00 pm – Mon, Wed, Fri
7:30 – 8:20 pm – Tuesday & Wednesdays

There are also many options available for those who love to Lane Swim and for our fitness enthusiasts we welcome you to come and check out the South County Fitness floor, with walking track or try any of the 25+ fitness classes offered throughout the week. Check out our current offerings here: www.medicinehat.ca/flc

Should you decide to join us at the Family Leisure Centre

As The COVID regulations require us to pre-register for all classes or swim times, our team has decided that starting on September 1 all Family Leisure Centre Pass holders (31 day passes, continuous passes and annual passes) will be able to book **5 days in advance** of an activity start time – guaranteeing your spot in the activity of choice. You will be able book online for multiple activities in a day and if you have trouble using our system online we have created a step-by-step document to walk you through it. You also can phone the Customer Service team at 403.502.8566 or send a quick email to recreation@medicinehat.ca for assistance. Our email account is monitored by a designated staff member during our operational hours.

We are offering drop-in rates at regular pricing and starting September 1 you are able to book **3 days in advance** of the activity start time, booking as many activities as you wish for the duration of the day. You can either register and pay online for the first activity and then book further activities with our Customer Service Team (through the phone 403.502.8566 or email recreation@medicinehat.ca) or you can drop into the facility 3 days in advance to pay for and plan your day.

Punch passes are also available for purchase and function similarly as the daily admission, just contact our Customer Service Team at 403.502.8566, email recreation@medicinehat.ca or in person at the Family Leisure Centre to book your times 3 days in advance.

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For Crestwood Continuous Pass Holders

We will continue deferring your payments until an opening date for Crestwood is established, so you will NOT be charged on your credit card or bank account until that facility opens. If you decide you'd like to opt out of your Crestwood continuous pass agreement please give us a call at 403.502.8566, send an email to recreation@medicinehat.ca or drop into the Family Leisure Centre and we will happily process a cancellation for you.

For Crestwood Annual Pass Holders

We will add on the amount of days of the closure to your current pass until the facility opens guaranteeing you the value of your pass. If you wish to cancel we will prorate the cancellation and refund it upon request. You can call 403.502.8566, email recreation@medicinehat.ca or drop into the Family Leisure Centre and our customer service team will be happy to assist you.

Punch Passes

We have decided to prorate and refund all punch passes back to an account credit. You will be able to apply this credit at either the Family Leisure Centre or you can keep it for when Crestwood Recreation Centre reopens. If neither of these options works for you, please let our team know by phone 403.502.8566, email recreation@medicinehat.ca or in person at the Family Leisure Centre and we will draw up a cheque request or process a refund to a valid credit card.

Crestwood 31 Day Pass Holders

All Crestwood 31 Day Passes were prorated and refunded to an account credit back in March when COVID isolation practices first came into effect. You can choose to either apply this credit to a new pass at the Family Leisure Centre or hold off until Crestwood Recreation Centre opens, the choice is yours. If neither of these options works for you, please let our team know by phone 403.502.8566, email recreation@medicinehat.ca or in person at the Family Leisure Centre and we will draw up a cheque request or process a refund to a valid credit card.

Locker Rentals

We will be cancelling all lockers and giving a prorated refund to account credit. If you require the contents from your locker please contact the Customer Service team at the Family Leisure Centre at 403.502.8566 or by email at recreation@medicinehat.ca and we will make arrangements for someone to meet you at the facility.

As always please, let us know how we can help to accommodate you and we will happily do our best to assist you

