

# FREQUENTLY ASKED QUESTIONS



## SUMMER HOURS

*Monday-Friday: 6am-8pm*

*Saturday-Sunday: 7am-7pm*

**The Weber Center and Fitness First are open for reservations only, at this time.**

## RESERVATIONS

### How do I make a reservation?

[Click Here](#). Find the date and time slot you are interested in and click on the words "sign up"

*If this is your first time signing up, you will be asked to create an account. Once you have created your account, you will be able to register for the class time or Fitness First time block.*

*For every reservation, a confirmation email will then be sent to you. Please be sure to check you are signed up for the correct date and time.*

*You are welcome to call us at 847-674-1500, ext. 3500 and we will be happy to make your reservation for you!*

### How do I cancel my reservation?

*Cancellations for group fitness classes and fitness center time blocks can be accomplished by going back into the schedule and clicking on the sign-up icon again, this will give you the option to cancel.*

*Members are encouraged to cancel no less than 8 hours prior to your reservation start time to allow spots to open for other members.*

### Can I book back to back time slots?

*Yes, however, you will be asked to leave at the end of the first time block you booked and return half an hour later to be admitted for the next time block.*

### Why was my class cancelled?

*Group exercise classes will be cancelled if the minimum number of participants to run the class is not met. You will receive an email if a class is cancelled up to one hour prior to the class. Check your email prior to the scheduled class for cancellation notifications.*

*~ scroll for more*

## **FACILITY RULES & USE**

### **When do I need to wear a mask?**

- A face covering is REQUIRED while resting in between weight sets or exercises.
- A face covering is REQUIRED while walking to and from exercise equipment.
- 6-feet social distance is REQUIRED at all times.
- A face covering is STRONGLY ENCOURAGED during exertion of energy while exercising.
- A face covering is REQUIRED at all other times while in the building.

### **Why aren't masks required at all times?**

*The Skokie Park District follows the Health and Fitness Business Guidelines of Illinois set forth by the Restore Illinois Plan through the Department of Commerce and Economic Opportunity.*

*We have received feedback from members, based on our surveys, who only feel safe to return if masks are required to be worn at all times. Our fitness schedule now includes 'mask required' time blocks and classes.*

*We will continue to monitor the guidelines and make changes as needed. If you would like to provide us with feedback, Please contact Jennie Bever, Fitness First Manager, at [jbever@skokieparks.org](mailto:jbever@skokieparks.org) or 847-674-1500 ext. 3510*

### **What amenities are available?**

*At this time, our locker rooms and towel service are not available to members. Water fountains are unavailable. Please bring a water bottle and use our touchless water bottle refill stations.*

*Saunas and steam rooms are also closed at this time.*

### **What if I am late for my reservation?**

*If you are late for your reserved time block in Fitness First, you are welcome to still come in. However, you will still need to leave when the time block is scheduled to end, no exceptions.*

## **SAFETY**

### **How will the equipment and facility be cleaned?**

*The 30 minutes in between each reservation time block is reserved for staff to disinfect the entire fitness center. After each group exercise class, the room and the equipment will be sanitized as well.*

*We also need your help! Any equipment, including lockers, used during workout timeslots and classes will need to be sanitized before and after use. It has always been an encouraged practice; however, members are now required to wipe down every piece of equipment they have used.*

*We have disinfectant wipes and sanitizers throughout the facility. We want to ensure the fitness center is safe for everyone and we appreciate your help in these efforts.*

## **I am sick, can I come to Fitness First?**

*Please consult your healthcare provider. Members are asked to stay home if experiencing COVID-19 symptoms including coughing, sneezing, running a fever or experiencing shortness of breath, both for your safety and the safety of those around you. Consider participating in a livestream class at home if you are unsure.*

## **Should I tell someone if I tested positive for COVID-19 and used the Weber Center recently?**

*YES! We will need to take additional precautions and cleaning measures to ensure all staff and members are safe. Please contact Jennie Bever, Fitness First Manager, at [jbever@skokieparks.org](mailto:jbever@skokieparks.org) or 847-674-1500 ext. 3510 if you have used the fitness center, attended a group exercise class or walked the track.*

## **MEMBERSHIPS**

### **When will my monthly membership be billed?**

*Fitness First memberships were re-activated effective June 26. Moving forward, billing will be processed on the first business day of the month for that month.*

### **I do not feel comfortable coming back to the Fitness Center yet, can I put my membership on hold?**

*Yes! Please call 847-674-1500; ext. 3500 and let our customer service staff know that you would like to put your membership on hold. You may request to put your membership on hold at any time.*

### **How do I cancel my membership?**

*If you feel that cancellation is the right choice for you, we are happy to help. You can either email Jennie Bever, Fitness First Manager, at [jbever@skokieparks.org](mailto:jbever@skokieparks.org) or you can call 847-674-1500; ext.3500 and our Customer Service Staff will be happy to fill out the paperwork with you while you are on the phone.*

### **I paid my yearly membership, will my membership be extended?**

*Yes! Your membership will be extended 15 weeks from its current expiration date.*

### **What if my membership expired during the closure due to COVID-19 Pandemic?**

*You will receive an extension equal to the amount of time between when we closed and when your membership expired.*

*For example, your membership expired on April 14 and our first day of shut down was March 14. We will extend your membership 4 weeks.*

### **If my membership is currently on hold, will I lose my extension?**

*No! If you are owed an extension on your membership due to the COVID-19 pandemic, your extension will begin when you re-activate your membership.*

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*This information will be updated frequently: Last updated 7/30/20. Please contact Jennie Bever at [JBever@skokieparks.org](mailto:JBever@skokieparks.org) with any additional questions. Thank you.*