Important Information for Our Customers

Welcome Back!

Programs and services are resuming in a phased in approach to ensure we can meet restrictions and recommendations from the Government of Newfoundland and Labrador. Your swim, workout fitness experience will look a bit different as we have made some changes to our amenities, fitness spaces and pool. *Please check our website for updates on program startups.*

Cleaning & Safety

• The Works is committed to providing a clean and safe environment for our customers and employees.

• We have invested in Victory Electrostatic Sprayers for disinfecting equipment and surfaces. These will be used throughout the day by staff.

• Disinfectants throughout the facility will include Oxivir Tb Ready to Use Disinfectant and Oxivir Plus Disinfectant Cleaner. These products are approved by Health Canada. Hand Sanitizer Stations will be available throughout the facility, with Purell Gel Sanitizer.

• As always, members are required to clean equipment BEFORE and AFTER use with the disinfectant provided. Additional cleaning stations have been put in place and extra signage will be posted throughout the facility.

• All staff will be operating under the direction that cleaning and sanitizing is a top priority.

Wearing a non-medical mask that covers the nose and mouth is mandatory while in The Works facilities. Members and users are not required to wear their masks while actively engaging in exercise, including Personal Training Sessions, Fitness Classes and pool activities. Members and Users must wear a mask when going in and out of the facility, to and from the changeroom, while in the changeroom and washroom area, travelling from one fitness room to another, waiting for a class etc.
**Equipment & Occupancy**

• Visitors to the facility are expected to use their best judgement to ensure physical distancing

• Due to the limited occupancy, we request that customers keep visits to 75 Minutes or less.

• To allow for adequate physical distancing in our Fitness Studios, some equipment has been labelled as “out of service” or has been removed.

• Some areas and rooms in The Works may have occupancy limits to ensure physical distancing is possible.

**Closed Amenities**

• Aquarena Fitness Centre – Lower Level Fitness Area
• Towel Service, Hot Tub & Saunas
• Fans
• Hair Dryers
• MUN Gym

**Personal Training**

Clients can contact their Personal Trainer for more information.

**Change Rooms & Showers**

To limit individuals’ time inside the facility and the change rooms, we recommend that users come ready to workout.

Change Rooms and lockers will be available, but customers are asked to maintain physical distancing.

**Showers are available in:**

• Field House Change Room
• MUN Pool Change Rooms
• Aquarena Member’s Change Rooms

The Aquarena Main Change Room showers are closed, rinse only showers are available on the pool deck.

**Fitness / Court Equipment**

Due to the high contact nature of certain equipment it will not be available. Please bring your own mats, resistance bands, foam rollers, basketballs, racquets, paddles, balls and shuttles.

**Water Fountains**

Water fountains are now available for Bottle Filling only. No drinking directly from the fountains. Please bring your own bottle.

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**Feeling Unwell?**

If you are not feeling well or are symptomatic, we ask that you stay home.

[View Government NL Life with Covid-19 list of symptoms](#)
When You Arrive

Aquarena

• Parking is available at the Aquarena Main Lot.
• Entrances and exits have been labelled to control traffic flow. Entry to the Aquarena is only available through the main entrance. The lower level Members Entrance is closed.
• Exit is through the doorway under the pedway.
• All users, including members, must check in to the Aquarena Front Desk, members will be asked to swipe their own cards. There may be only one Customer Service Staff at the Front Desk, please be patient while we serve other members.
• Drop-in users will need to provide their name and phone number upon arrival.
• To control traffic flow, some areas of the facility will be designated for one-way traffic only. Please follow all directional signage.

Field House

• Parking is available at the Field House.
• Entrances and exits have been labelled to control traffic flow. Entry and exit to the Field House is only available through the main doors by the Customer Service Desk.
• All users must check in to the Field House Front Desk, members will be asked to swipe their own cards. There may be only one Customer Service Staff at the Front Desk, please be patient while we serve other members.
• Drop-in users will need to provide their name and phone number upon arrival.
• To control traffic flow, some areas of the facility will be designated for one-way traffic only. Please follow all directional signage.

Membership Payments

Credit Card, Bank and Payroll Deductions
Memberships paid by automated credit card, bank or payroll deductions will resume once we open. They will start on the next scheduled payment date and continue on the regular schedule on a go forward basis.

Paid in Full Memberships
Any membership that was pre-paid will have the expiry date automatically extended to cover off the time period we were closed.

Court Bookings
At this time all sport courts (Basketball, Badminton, Pickle Ball, Table Tennis) will be drop-in only.
Aquarena Fitness Centre members can book the Aquarena Squash Courts.
Customers are required to provide their own equipment. View Sport Guidance Info

Fitness Classes
A limited number of Fitness Classes have resumed. Water Fitness Classes are on the Pool Schedule.

View Fitness Class Schedule

Student Memberships
The Student Recreation Fee was not included in tuition for Fall 2020. The Works is offering a Student Membership for $65 +HST. Students can purchase this membership at the Field House Desk.
Aquatic Programs

The Aquarena Pool will reopen on Tuesday October 13, 2020.

Programs will resume in a phased in approach, starting with lane swimming, water fitness & aquatic club training. Booking is required for select lane swims and water fitness classes

Training & recertification of our Aquatic staff is ongoing. We appreciate your patience as we resume our Aquatic programming.

Changing Your Membership

If a member wishes to make a change to their membership status, email theworks@mun.ca.

Please include your name, household number from your membership card and a phone number we can reach you. One of our staff will follow up to confirm your request.

Two-week’s notice is required to modify/cancel any credit card or bank deduction payment. Three-week’s notice is required for payroll deductions.

Swimming Lessons

Registration for Private & Bubble Lessons

Starting 12noon on Friday October 23, 2020

More Information

If you have any questions, comments or concerns please feel free to reach out to us. Your feedback is important!

Contact us at theworks@mun.ca