

Q & A – March 2017

Expansion Facilities

It's hard to believe it's been two years since construction started on the new aquatic/curling facility/fitness centre. Come **May**, the new Fitness Centre will open with double the space of the old facility, 4 large TV's, some new equipment, much bigger change rooms and lots of glass to see the outdoors and into the atrium. The new Guest Services located in the Atrium will open at this time. This year the Cochrane Chamber of Commerce Trade Show, May 6-7, will be held on the new curling dry pad and Totem 1 arena dry pad.

July, families will be splashing around in the lazy river, soaking in the hot tub, watching the kids play in the leisure pool with the water dumping toys and wave chamber or taking swim lessons, sliding down one of the two slides, doing rehab exercises in the warm water therapy pool, swimming lengths in the lane pool and / or be a participant on one of the local swim teams.

Come **September** curlers will start playing in leagues, school groups will be learning the finer points of the game, programs will be running to introduce and enhance skills and we will host several bonspiels.

We are still looking to fill 3 tenant spaces; lower level 1,200 sq. ft. upstairs 2,900 sq. ft. and the lounge restaurant 4,300 sq. ft. For more information contact robinmitchell@slssportscentre.com.

Membership:

The current SLS FSC Fitness Membership (what people have now); the annual will be available to purchase up until April 30, 2017. If people buy an annual membership by April 30, 2017 it will be honored and grandfathered as an 'all-inclusive' membership at the current rates.

Moving forward people will have the choice of **Three (3) membership options:**

OPTION 1: Fitness Membership (what people have now) New continuous people will need to make a choice starting May 1, 2017 if they are just buying this Fitness Membership. If they want an all-inclusive annual membership, they should refer to **OPTION 3. *We will notify people on a continuous membership, of the fee increase, by way of signage in the building, on the website and via e-mail and at the time of signing up.***

OPTION 2: Aquatics Membership Only: Anticipated to be available to purchase come June 15-30, 2017. Does not include any of the current fitness facility, **only aquatics**. Includes aquatic drop-in activities such as aquacise. Continuous starts June 15th (ish)

OPTION 3: All-Inclusive membership (inclusive of the fitness and aquatics) We will start selling Annuals as of May 1 at the new rates, 14 months for price of 12, (aquatics opens July 1), June 1, sell 13 months for price of 12, and July 1, the new regular rate. Continuous starts June 15th (ish).

Come May 1, 2017, people can sign up for an 'all inclusive' continuous membership. Their first payment will be at the Fitness Membership rate and possibly their first EFT, and there after the July EFT will come out at the new all-inclusive rate going forward.

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| Current Rates | Youth (2-17) | Young Adult (*new) Proof of ID (18-25) | Adult (26-59) | Senior (60+) | Family |
|---|-----------------|---|------------------|-----------------|--|
| SLS FSC Fitness continuous monthly | \$25 | \$25 | \$53 | \$30 | \$93/month (2 adults and all children under 18 at home) |
| SLS FSC Fitness annual payment | \$250 | \$250 | \$525 | \$275 | \$925 |
| *3 membership options available | | | | | |
| New Rates | | | | | |
| All-Inclusive 2017 after June 15 continuous monthly | \$35 | \$45 | \$60 | \$45 | \$119/month |
| All-Inclusive 2017 annual payment, after May 1 (14 for 12 in May, 13 for 12 in June) | \$385 | \$495 | \$660 | \$495 | \$1,309 |
| SLS FSC Fitness – Continuous Monthly (what is offered now) DRY | \$25 | \$30 | \$53 | \$30 | \$93/month (2 adults and all children under 18 at home) |
| SLS FSC Fitness – Annual (what is offered now) DRY | \$275 | \$330 | \$583 | \$330 | \$1,023 |
| SLS FSC Aquatic – Continuous Monthly | \$25 | \$30 | \$45 | \$30 | \$80/month (2 adults and all children under 18 at home) |
| SLS FSC Aquatic - Annual | \$275 | \$330 | \$495 | \$330 | \$880 |

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Childminding

The Childminding service will remain the same as it currently is, until August 31, 2017.

Come September 1, 2017, childminding will remain in the same location.

Annual and Continual members will be able to access up to 1.5 hours of child minding 3 x's a week at no charge, subject to availability. (A single 1.5 hour session can be for 1, 2, 3+ children from the same household). Members will still be able to reserve and book a spot in advance.

OF NOTE:

- If the member wants additional childminding after they have used their 3 free visits for the week, subject to availability, they will now have to pay for it, \$5 per 1.5 hour session.
- If a member calls to reserve a spot and doesn't show or doesn't call to cancel the reservation, they will be charged a 'no-show' fee. The childminding service is in high demand and we don't want to turn people away if we have spots held and people don't show.

Non-members can utilize childminding, \$5 per 1.5 hour session, subject to availability, but they cannot reserve a spot in advance.

Q. Will there be lots of drop-in programs for the pool and will that be included in membership?

A. Yes there will be lots of aquacise classes of various levels that will be part of the membership

Q. Will everyone have access to the warm water therapy pool and will it be salt water?

A. The warm water therapy is intended for anyone to use that could benefit from it. At times it will be programmed exclusively for specific classes and rehabilitation workouts but the warm water therapy pool is not just for a designated segment of the population. The warm water therapy pool is not a salt water pool. None of the bodies of water are salt water.

Q. Will day camps include use of the pool?

A. Yes day camps will include time in the pool. We currently bus our day campers to the Big Hill Leisure Pool as part of the weekly activities. This will continue to take place, but we can simply walk to the aquatics centre now.

Q. what are the temperatures of the various bodies of water?

A. Lap Pool – 82F
Leisure Pool/Wave Pool – 86F
Hot Tub – 104F
Warm Water Therapy – 96F

Q. Does the new fitness centre have change rooms, lockers and showers?

A. Yes the new fitness centre has change rooms, lockers and showers. The new locker rooms are about 2500 square feet in size

Q. Will people be able to still check-in at the fitness centre if they have a membership?

A. People will be able to check-into the fitness centre and change in that space. They will then be able to access the new fitness space, the track or the current fitness space located out in the middle of the track.

Q. Will you be adding any new equipment into the fitness centre?

A. In April we will have the new rubber flooring installed in the fitness centre. The new fitness centre will have cardio equipment, the free weights and some machines. We are going to maintain the mez as a

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fitness centre as well and it will have cardio equipment and weight machines. We plan on adding several new pieces of cardio equipment and weight training machines into the fitness centre as needed. There will be 4 TV's located in the fitness centre

Q. Does the Aquatics Centre have its own set of change rooms and showers?

A. Yes, there is a men's and women's and a family friendly change room.

Q. Is the curling centre included in my fitness membership?

A. No and Yes. You have to belong to one of the curling leagues and pay your seasonal membership dues to use the curling ice. We do plan of offering 'learn to curl' programs of which there will be a fee to participate. When the ice is not in, we will program the space and at times those dryland programs may be included in your fitness membership.

Q. Is there a lounge / restaurant going into the new facility?

A. There is a dedicated leasable space that is located on the second level, situated between the Totem 1 Arena and Curling Centre that has windows that look down into these facilities. At present we have not found an operator for this space, but we are still looking to find someone. We are only looking to have a 'family friendly' operator, in that children will be allowed to go into the space.

Q. Will I be able to register on-line and pay for programs?

A. Yes. We are currently in the process of changing our member management system and it will be able to accept on-line registration and payments. We anticipate this being ready to go in May 2017.

Q. When will swim lessons start to take place in the Aquatics Centre?

A. We anticipate being able to start offering swim lessons in late July

Q. Will birthday party packages be offered in the aquatics centre?

A. Yes we will start to offer birthday parties in the aquatics centre, likely in late July or early August.

Q. Will there always be a lane open for lane swimming? Will the slides be open all the time? Will the wave chamber be going all the time?

A. With 8 lanes we are going to try and have one or two lanes open for lane swimming much of the day, but there will be times when it is closed to the general public for swim teams, swim meets, lessons and maintenance. The slides will be open at designated times throughout the week. These times will likely vary. We need to have a slide operator at the top of the slides when they are open. The wave chamber will be open at designated times throughout the week. These times will likely vary.

Q. Are there going to be any position openings for lifeguards and swim instructors

A. Yes, we are hiring now to train guards prior to opening. If you are interested in being a lifeguard and or learning more about any aquatic opportunities, or need your certifications, please contact diane.sis@cochrane.ca. If you have all of your certifications please contact Karen in Human Resources at humanresources@slssportscentre.com. We will be hiring in June

Q. Will there be more parking available once the expansion is complete?

A. Yes, we will have parking around the entire building that people can access. There will be two new entrances, the main entrance into the atrium and a smaller entrance off the back of the atrium.

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Q. Where will I be able to check-in?

A. The new guest services will be located in the atrium on the main level. People will be able to purchase memberships, drop-in, and register for programs and collect their wrist bands from here. This is also where people, going to the aquatics centre, will check in. People with memberships will also be able to check-in at the Fitness Centre. People will be able to register for programs on-line and in person at either the new guest services or the old guest services location. We will also have a 'temporary' check-in location located in the Totem 2 lobby come June of 2017, during busy times, for those members checking in to go to the summer bouncers, weekend public skating and shinny at lunch time.

Q. Is there a climbing centre being built?

A. Now that the new expansion has been turned over to SLS FSC at the beginning of March, we will start construction on the new larger martial arts/multipurpose space on the second floor. Once completed, we will convert the current martial arts centre into a Climbing Centre. The back wall will have a traditional climbing wall and there will be 'funky' climbing panels nearer the front to attract the younger crowd. Large glass floor to ceiling windows will replace the drywall so people can get a great view of the Climbing Centre.

Q. Are the Bouncers and the Kid Zone coming back this summer.

A. Yes. This year Totem 3 will be converted to the popular KID ZONE where 6-8 giant Bouncers are set up, open 7 days a week from Mid June until mid-September. This year, Totem 2 ice will stay in all summer.