



Phase 4 - Frequently Asked Questions – Updated November 20, 2020

- 1. What are The CORE Hours of Operation?** *CORE Hours of Operations are as follows:*

Monday-Friday	5 a.m. – 8 p.m.
Saturday & Sunday	7 a.m. – 5 p.m.
- 2. What are The Centennial Community Center Hours of Operation?** *The Centennial Community Center is currently closed.*
- 3. Will temperatures be checked?**
By entering a Lemont Park District facility and/or participating in programs, participants are agreeing that they are free of COVID-19 symptoms. No temperature checks will be conducted.
- 4. Who can use The CORE at this time?**
CORE and CORE-Fit Members ONLY may use the fitness center. The CORE is also currently accepting new members!
- 5. What has the Lemont Park District done to ensure a safe environment?**
District staff continue diligently cleaning and sanitizing regularly with additional electrostatic and deep cleaning done on a scheduled basis. Shield panels have been installed at all Service Desk areas, “hands free” Step-and-Pull door opening mechanisms were installed on various doors, CORE Fitness equipment is on a rotation and hand sanitizers is available throughout the facilities. Machines and equipment may only be cleaned with products provided by the Lemont Park District.
- 6. Are face coverings required in Lemont Park District facilities at all times?**
At this time face coverings are required at all times for anyone above the age of two, in ALL AREAS of the Centennial Community Center and The CORE. This includes The CORE Fitness Center. Anyone that is unable to wear a mask due to medical conditions MUST notify us prior to participating in any activities.



7. Do I have to wear a face covering in The CORE fitness center?

Yes, per Governor Pritzker's Tier 3 Mitigation Guidelines, everyone MUST wear a face covering at all times in all facilities including in The CORE fitness center.

8. Are masks required in the indoor pool area?

Yes, face coverings are required in the indoor pool area of The CORE unless a program participant is in the water. Convenient face covering hooks have been installed in the pool area.

9. How do I wear a face covering properly?

Your face covering must always be placed firmly over your nose and mouth when in any Lemont Park District facility.

10. Will staff enforce the face covering rule?

Yes, staff in all areas will be asking anyone not wearing a face covering to put on a face covering.

11. Does the 25% capacity restriction include the fitness center?

Yes, the fitness center is limited to 25% capacity and Members must make a reservation for the fitness center prior to visiting The CORE.

12. How do I make a reservation for the fitness center?

Members can make a reservation for the fitness center at www.LemontParkDistrict.org. Reservations are available for 50-minute sessions on the hour, for example, 10-10:50 a.m. For schedule and Registration Information, please [click here for fitness reservations](#). Registration opens the Sunday before each week's schedule. If you need assistance, please contact a Customer Service Representative during regular business hours at 630-257-6787 or by email at information@lemontparks.org.

13. If I can't attend my reservation for the fitness center or aquatics, do I need to cancel?

As a courtesy, please call 630-257-6787 ext. 3026 or email information@lemontparks.org to cancel your fitness or aquatic reservation if you cannot make it. This will open up a spot for another person to make a reservation and use the facilities.



14. What are the capacity limits in the Fitness Center and Indoor Track?

Only 27 people will be allowed in the fitness center at one time and it will be done on a first come, first serve basis. 19 people will be allowed on the indoor track at one time. Please limit workouts to one hour or less. If you exit the fitness center for any reason, you must get back in line to re-enter.

15. What is maximum capacity for special events?

At this time, special events can only take place outdoors. The maximum is 10 participants per group.

16. Are Group X and Aquatic Classes being offered?

At this time, indoor Group Fitness and Aquatic classes are not permitted under Tier 3 Mitigations. Information regarding virtual and outdoor fitness class options will be forthcoming. If you need assistance, please contact a Customer Service Representative during business hours at 630-257-6787 or by email at information@lemontparks.org.

17. Are Locker Rooms open?

Restrooms are available and will be disinfected per state guidelines. However, Locker Rooms are only available for members using the indoor pool. Showers are unavailable.

18. Is there towel service?

At this time, towel service is suspended at The CORE. Visitors may bring their own towel but it must be kept with them at all times.

19. Is the Indoor Pool Open?

The CORE indoor pool is open Lap Swim only. Reservations are required to make a reservation to utilize the pool. Members can make a reservation for lap swimming at www.LemontParkDistrict.org. Reservations are available for 50-minute sessions on the hour, for example, 10-10:50 a.m. For schedule and Registration Information, please [Click here for Aquatics reservations](#). Registration opens the Sunday before each week's schedule. If you need assistance, please contact a Customer Service Representative during regular business hours at 630-257-6787 or by email at information@lemontparks.org.

20. Will Open Gym and Childcare be available?

Open Gym and Childcare will remain unavailable at this time.

21. Can CORE Members play basketball in the gymnasium?



Basketball is currently unavailable for our members and guests.

22. Are CORE Members being billed for CORE Memberships?

Automatic billing resumed on August 1st for CORE and CORE-Fit Members. Billing for Childcare and Open Gym/Swim Passes will continue to not be processed until further notice.

23. Are locks available to borrow?

At this time, all guests must bring their own locks. PLEASE REMEMBER, personal belongings, bags, purses, etc., are not allowed in the fitness center.

24. Is Pickleball offered inside The CORE?

Pickleball is currently unavailable in The CORE gymnasium. However, play can take place on the outdoor pickleball courts.