



Phase 4 - Frequently Asked Questions – Updated January 20, 2021

- 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 will reopen on Monday, January 25th. Hours of Operation will be Monday through Friday 8 a.m. – 8 p.m. Closed Saturday and Sunday.*
- 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. Face covering MUST COVER YOUR NOSE AND MOUTH except when in the indoor pool. 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, you MUST wear a face covering at all times 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 and indoor pool?

Yes, in Tier 2, Phase 4 Resurgence Mitigations, the fitness center and the indoor pool is limited to 25% capacity and Members must make a reservation for the fitness center/indoor pool 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. What if I have back-to-back reservations?

If you have registered for back-to-back reservations, YOU MUST GO CHECK IN AT THE SERVICE DESK prior to your second reservation time slot!



14. Is the Indoor Pool Open?

The CORE indoor pool is open for lap swim and aqua aerobics. The CORE Indoor Pool is also open for minimal programming such as private swim lessons. Reservations are required to utilize the pool.

15. How do I make a reservation for lap swimming?

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.

16. How do I cancel Fitness and Aquatic Reservations online?

Members can now cancel fitness reservations at www.LemontParkDistrict.org through our WebTrac online registration system. Please cancel 24 hours prior to your time slot. No-shows will be documented and penalties will be applied for multiple offenders. Here's how to cancel:

- Visit www.LemontParkDistrict.org
- Click Register Now
- Enter WebTrac Login Information
- Select the My Account Tab
- Under History and Balances, click on Cancellations
- Click Check Mark next to your reservation
- Click Proceed to check and follow standard Check-Out Procedures

17. Are Group X, Aqua Fitness and SilverSneakers Classes being offered?

At this time, indoor Group Fitness, Aqua Fitness and Silver Sneakers classes are by reservation only. All participants MUST pre-register for Group X and Aqua Fitness classes prior to class start time. Group X Fitness class registration begins at midnight on Sunday before classes begin. Aqua Fitness registration begins at 7 a.m. on Sunday before classes begin. Schedule and registration information can be found at www.LemontParkDistrict.org. If you need assistance, please contact a Customer Service Representative during business hours at 630-257-6787 or by email at information@lemontparks.org.



18. Are Face Coverings required when participating in Group Fitness Classes?

Yes, face coverings must be worn at all times in Park District facilities including when participating in Group X Fitness Classes. However, instructors are allowed to wear a face shield when instructing class only and must keep a safe distance away from all participants.

19. 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.

20. 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.

21. 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.

22. Will Open Gym and Childcare be available?

Open Gym and Childcare will remain unavailable at this time.

23. Can CORE Members play basketball in the gymnasium?

Currently we are offering Members Only Shootarounds on a first come, first serve basis during specified hours. MASKS ARE REQUIRED TO BE WORN AT ALL TIMES. All participants must be a CORE or CORE-Fit Member, check-in at Service Desk and receive a wristband prior to entering the gym. No more than two members are allowed to use one basket. Competitive play and any physical contact between participants is strictly prohibited. Members are required to BRING YOUR OWN BASKETBALL. Members between 11-13 years of age must be accompanied by a parent who is also a CORE Member. Hours for CORE Member Shootarounds: Monday-Friday 5 a.m.-3 p.m. and Saturday 2-5 p.m.; Sunday 8-10 a.m. The Members Only Shootarounds are for CORE and CORE-Fit Members Only. Open Gym and Swim Pass Holders as well as those paying a daily fee are not permitted to participate in the Shootaround program.

24. Are Members being billed for memberships?

Automatic billing will resume on February 1st for CORE-Fit and Pickleball Members providing we stay in Tier 2 or move to Tier 1. CORE Members have been being billed monthly for memberships since August 1st. Billing for Childcare and Open Gym/Swim Passes will continue to not be processed until further notice.



25. 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.

26. Is Pickleball offered inside The CORE?

Pickleball is available in The CORE gymnasium. Face coverings MUST BE worn at all times, including when playing pickleball. Please visit www.LemontParkDistrict.org for complete schedule.

27. Is Recreational Programming allowed In Tier 2, Phase 4 Resurgence Mitigations?

Yes. At this time, Recreational Programming will resume on Monday, January 25th and is limited to 10 participants per program. No spectators are allowed for programming. Registrations taken online and at the Service Desks.

28. Are CORE Gymnasium rentals allowed In Tier 2, Phase 4 Resurgence Mitigations?

Yes, rentals are allowed with a maximum of 25 participants per court. All rental participants are required to wear masks at all times in The CORE, including when actively participating in activity or waiting to participate.

Basketball

- Practice drills are permitted, **no contact** drills or scrimmages.
- Spectators are not allowed.

Softball/Baseball

- Permitted: Catching, throwing, speed and agility drills are permitted.
- Not Permitted: No batting of any kind, no ball-throwing against gym walls.

29. What is maximum capacity for special events?

Currently, the special events maximum is 25 participants per group, both indoors and outdoors.