



Phase 4 - Frequently Asked Questions – Updated March 19, 2021

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

Beginning February 1st CORE Hours are:

Monday-Friday 5 a.m. – 9 p.m.

Saturday & Sunday 7 am. – 5 p.m.

2. **What are The Centennial Community Center Hours of Operation?** *The Centennial Community Center Hours of Operation are Monday through Friday 8 a.m. – 8 p.m.; Saturday 9 a.m. to 12 p.m. and Closed on Sunday. Hours subject to change.*

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! Guest passes will also be permitted.

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?

*Face coverings continue to be required throughout all park district facilities and during all non-cardio programming. Although masks continue to be highly recommended during cardio activity also, they are no longer required while actively participating in cardio exercise and maintaining social distancing. Cardio exercise includes the following: the active use of cardio fitness equipment in The CORE fitness center; running on the indoor track; playing pickleball, basketball or volleyball; and participating in group exercise classes. Social distancing **MUST** be maintained during all cardio activity. Walkers on the indoor track must wear a face covering. **Face coverings must be worn during all other indoor park district programming, in all common areas and immediately after participating in any cardio activity.** If you are unable to wear a face covering due to a current health diagnosis, please contact our Risk Manager, Christine Aguirre at caguirre@lemontparks.org, prior to visiting the Lemont Park District.*

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

*Masks remain highly encouraged but are not required while actively participating in cardio exercise. **Face coverings MUST be worn immediately after participating in cardio activity and moving from one piece of equipment to another.** For instance, immediately after a member stops running on the treadmill, is done playing pickleball or finishes a group exercise cardio class, a mask must be worn over their nose and mouth.*

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 be placed firmly over your nose and mouth in all common areas of the Lemont Park District facilities.

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 50% capacity restriction include the fitness center and indoor pool?

Yes, in Phase 4 Resurgence Mitigations, the fitness center and the indoor pool is limited to 50% capacity. Members must continue to make a reservation for the indoor pool prior to visiting The CORE. However, fitness center reservations are no longer necessary under Phase 4 Resurgence Mitigations.



12. 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!

13. 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 and swim team practices. Reservations are required to utilize the pool.

14. 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.

15. How do I cancel Aquatic Reservations online?

Members can now cancel aquatic 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



16. 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. All classes can operate at 50% capacity. 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.

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

Face coverings are required to be worn when not actively participating in a cardio group fitness class. As soon as you are done participating in cardio exercise, you must immediately put a face covering on. Everyone must maintain a safe distance away from each other in group fitness classes.

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

Only 55 people will be allowed in the fitness center at one time and it will be done on a first come, first serve basis. 37 people will be allowed on the indoor track at one time.

19. Are Locker Rooms open?

Restrooms are available and will be disinfected per state guidelines. Locker Rooms are only available for members. Each locker room will have two showers available for member use.

20. 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.

21. Will Open Gym and Childcare be available?

Open Gym and Childcare will remain unavailable at this time.



22. Can CORE Members play basketball in the gymnasium?

Currently we are offering Members Only Shoot-arounds on a first come, first serve basis during specified hours. Masks are required when not actively participating in basketball activity on a court. 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. Hours for CORE Member Shoot-arounds: Monday-Friday 5 a.m.-4:30 p.m. and Saturday 2-5 p.m.; Sunday 8-10 a.m. The Members Only Shoot-arounds 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 Shoot-around program.

23. Are Members being billed for memberships?

Automatic billing resumed on February 1st for CORE-Fit and Pickleball Members providing we stay in 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.

24. 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.

25. Is Pickleball offered inside The CORE?

Pickleball is available in The CORE gymnasium. Face coverings MUST BE worn when not actively playing pickleball. Please visit www.LemontParkDistrict.org for complete schedule.

26. Is Recreational Programming allowed in Phase 4?

*Yes. At this time, Recreational Programming are permitted to resume and are limited to 50% of the room capacity or 50 participants, whichever is less. **Social Distancing and masks are required.** No spectators are allowed for programming. Registrations taken online and at the Service Desks.*

27. Are CORE Gymnasium rentals allowed in Phase 4?

Yes, rentals are allowed with a maximum of 50% of the room capacity or 50 participants per court, whichever is less. All rental participants are required to wear masks in all common areas of The CORE or when they are not 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.

28. What is maximum capacity for special events?

Currently, the special events maximum is 25 participants or less per group (or 25% capacity), both indoors and outdoors. The Lemont Park District continues to plan special events and programming that are adaptable to Phase 4.