



Phase 5 - Frequently Asked Questions – Effective June 11, 2021

- 1. Are face coverings required in Lemont Park District facilities for those vaccinated?**
Per CDC Guidelines, members, guests and employees whom are fully vaccinated may enter District facilities and participate in District activities without wearing a face covering. Proof of vaccination is not required or monitored, but we ask for everyone's cooperation with this revised policy.
- 2. Do children need to wear a face covering in District facilities and activities?**
Per CDC Guidelines, children aged 2-11 years old, are still required to wear face coverings indoors and outdoors unless social distanced. Instructors, coaches and staff directly overseeing and working with Children aged 2-11 years old, should wear face coverings whether vaccinated or not, when with the participants unless outdoors and social distanced.
- 3. Are there currently any capacity restrictions?**
In Phase 5, there are no capacity restrictions. This includes both indoor facilities and programming as well as outdoor facilities, programming and special events.
- 4. Are reservations required to visit the Centennial Outdoor Aquatic Center?**
Beginning June 14th, reservations are no longer required for the Centennial Outdoor Aquatic Center. Please remember to stop at Guest Services to check-in for your pool visit.
- 5. Do I still need to make a reservation for lap swimming?**
Beginning on June 14th, reservations are no longer required for lap swim both indoors and outdoors and will be available on a first-come, first-serve basis. Please check out our pool schedule, that is updated weekly, on The CORE page of our website, www.LemontParkDistrict.org.
- 6. Do I still need a reservations for Group X, Aqua Fitness and SilverSneakers Classes?**
Yes! 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.



7. How do I cancel Group X, Aqua Fitness and SilverSneakers reservations online?

Members can now cancel 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

8. Will Open Gym and Childcare be available?

At this time, we are developing plans to offer Open Gym and Childcare in the near future. Visit www.LemontParkDistrict.org for the most up-to-date information.

9. 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. All participants must be a CORE or CORE-Fit Member, or pay the daily CORE Facility fee and sign a waiver, check-in at Service Desk and receive a wristband prior to entering the gym. Basketballs will be available for check-out. Hours for CORE Member Shoot-arounds: Monday-Friday 1 - 5 p.m. and Saturday & Sunday 11 a.m. – 5 p.m. Times are subject to change based on Lemont Park District programming and events.

10. Is Towel Service available at The CORE?

Towel Service is currently unavailable. Please bring your own towel.