



Frequently Asked Questions – Effective November 13, 2021

- 1. Are face coverings required in Lemont Park District facilities for members and guests?**
Face coverings must be worn indoors at Lemont Park District facilities at all times, per Governor Pritzker's mandate. This includes all members and guests whom are fully vaccinated. If members and guests are not wearing face coverings at all times throughout the facility, they will be asked to leave.
- 2. Do children need to wear a face covering in District facilities and activities?**
Yes, all children aged 2 years and older must wear a face covering in Lemont Park District facilities.
- 3. Are there currently any capacity restrictions?**
There are currently no capacity restrictions. This includes both indoor facilities and programming as well as outdoor facilities, programming and special events.
- 4. 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.
- 5. 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



6. Will Open Gym be available?

*Open Gym passes are available for purchase at The CORE Service Desk. Open Gym times for passes are 2:30-4:30 p.m. Monday through Friday AND Saturday and Sunday 8:00-10:00 a.m. **Times are subject to change based on Lemont Park District programming or events.** Please visit www.LemontParkDistrict.org for the most up-to-date information.*

7. Is Childcare available?

Childcare is currently unavailable. Please visit www.LemontParkDistrict.org for the most up-to-date information.

8. Can CORE Members play basketball in the gymnasium?

*CORE Members can play basketball in The CORE Gymnasium based on court availability. However, we do offer Open Gym hours Monday-Friday 2:30-4:30 p.m. AND Saturday & Sunday 8:00-10:00 a.m. for Open Gym Passholders and CORE Members. **Times are subject to change based on Lemont Park District programming and events.** Visit our website, www.LemontParkDistrict.org, for the most up-to-date information or you may Call 630-257-6787 ext. 3026 and one of our Customer Service Representatives would be happy to help you.*