



1. What are the significant changes to the Aquatic Centre?

Fitness Centre and aquatic services are no longer integrated meaning separate fees apply for each service. Further, access to services is highly structured whereby you will be required to call and book ahead for all activities and in many cases multiple services are not able to all happen at once.

2. When will the Pool open and what will be the hours of operation?

Operation will start on September 16. Patrons are encouraged to call for details as each day is different and will change over time. Information will be available at the TALC office, updated on the City's website, and posted through social media as of September 14.

3. Do I need to book a time?

Yes. You will need to book a swim time as this is how we are managing the occupancy loads for the facility and the general flow of the facility. This will also ensure you avoid disappointment as it is expected that we will be at capacity at peak times during each day.

4. How do I book a swim time? Can I cancel a booked time?

As of Tuesday, September 15, 2020 at noon you will be able to call Trail Aquatic & Leisure Centre at (250) 364-0888 or (250) 364-0858 between 8:00 AM and 6:00 PM to book a swim time. You will be able to book one time slot per day for up to 7 days in advance. Yes, you can cancel a booked time without consequence within 24 hours notice. *Please note that staff is currently working on an online booking system and we will advise the public of its launch date.

5. What happens if I don't show up on time, if I leave late from my scheduled time, or if I don't show up at all?

If you don't show up on time, your time will NOT be extended to allow you to stay longer. If you don't leave on time, your booking privileges may be revoked. If you don't show up at all and have not cancelled your booking within 24 hours notice, your privileges to book a swim time may be revoked for an extended period of time and/or full payment will be required in advance for future bookings.

6. How do you access the pool area?

Entrance and exit for the pool will be through the double lobby doors to the pool deck, not down the hallway like before. Once on the pool deck, please read the signage. Lifeguards will direct you as well.

7. Will showers and change rooms be available?

Yes...for pool users only. It is encouraged that you come dressed in your bathing suit under your clothes where possible. Showers and change rooms are available, however, the limit for change room time is 10 minutes. The occupancy limit per change room is 6 people.

8. Will lockers be available?

Yes. There will be limited lockers available.

9. What programs are we offering?

As the facility opens, various services will become available at different times. To start there is a little bit of everything while we "get our feet wet". A complete schedule is available at the TALC office and online at trail.ca.

10. How long are swim times?

It will depend on which type of swim you're looking for. Check the swim schedule for what is available for the most up to date information.

11. If I drop in, will I be accommodated if space allows?

Yes; however, the amount of time you will have will be dependent in what time you arrive. For example, if we have a swim time slot from 1:30 PM to 3:00 PM, and you arrive at the facility at 2:00 PM, you will still be required to pay the full admission rate and will be required to leave the facility at 3:00 PM.

12. Do I have to reinstate my pass or can I pay a drop in fee?

This is your choice, however passes are encouraged to decrease interactions at the front counter with staff and increase the expediency of granting you access to the facility. Staff can assist with helping you determine which option may be the best financial choice for you depending on your frequency of use.

13. Have the fees been adjusted due to less service being available?

No. As per our usual process, the fees and charges bylaw was reviewed by Council. Patrons can expect a modest increase to fees as the Fall commences.

14. What is the occupancy limit for the pool?

You could see different numbers of people in the pool at different times depending on the service. Staff will continue to evaluate and make adjustments over time.

15. What changes can I expect?

- The steam room, water slide, drop of doom and rope swing are closed until further notice.
- All pools have a capacity limit dependent on the activity that is occurring. Please abide by all signage throughout the facility.
- We will not be loaning out goggles or towels.
- Minimum pool equipment is available. We ask that personal pool toys and swim equipment be left at home.
- The water fountain spout is unavailable however the water bottle filling station is available. Physical distancing is in place throughout all areas of the facility.
- Patrons will need to manage personal items carefully. We will no longer have a lost & found.
- Spectator viewing area limited capacity. Patrons are asked to limit spectators to one person and to only those guardians that must be in attendance for young children.
- Change rooms have limited capacity and limited locker space and are only available for pool participants.

16. What are the expectations of me as a patron?

- Do not come to the pool if you aren't feeling well or experiencing Covid-19 symptoms.
- Arrive no more than 10 minutes prior to the start of your booking or registered program start time.
- Come ready to swim where at all reasonable to limit time in change rooms.
- Abide by all signage throughout the building, including occupancy loads for various spaces.
- Use hand sanitizer upon entering the building and check in with the cashier.
- Be mindful of physical distancing. It is your social responsibility!
- No spitting
- There are designated entry and exit doors to the facility. Please follow signage.
- No lingering after swims.

17. What other safety protocols are in place specific to Covid-19?

- You will be required to have an up to date account with us in order to use the facility. This includes those dropping into the facility as well.
- You will be required to sign an Assumption of Risk form prior to being granted use of the facility. Once signed, it will remain on your file with the facility.
- It is strongly encouraged that patrons call the facility and conduct as much business over the phone as possible prior to entering the facility. This will expedite us granting you access to the building so you can enjoy the facility.
- the TALC COVID-19 Safety can be found at www.trail.ca/COVID-19