

## ***Drop In Fitness Class Access Changes*** ***Effective December 2, 2013***

To provide fair access for all customers, beginning December 2, 2013, our drop in fitness classes will be first come, first served. Participants are asked to sign in during the 30 minutes before class.

### **Why the change?**

- The new procedure is an opportunity to provide fair access to classes for all customers that is simple to follow and consistent at all Fitness/Active Living Centres. Eliminating advance sign in means quick check in and no waiting on “no shows” to decide access to popular classes.

### **How do I check in to classes?**

- Participants wanting to attend a class on the drop in schedule at a Fitness/Active Living Centre will have the opportunity to sign in starting 30 minutes before a class.
- Class capacity is based on a first come, first served basis. For drop in fitness classes with registration spaces, the class capacity includes registered participants.

### **Can I call in to reserve a space in a class or check in for a friend?**

- No. Access to the class is based on first come, first served basis. Therefore, participants cannot call in to reserve a space or check in for a friend.

### **What happens if I want to attend back to back classes?**

- In order to be fair to everyone and allow equitable access for all customers, participants attending back-to-back classes are required to sign in for the second class.
- Participants will have the opportunity to sign in starting 30 minutes before the start of the class.

### **Will I be guaranteed a space in the drop in classes?**

- Space in classes will be first come, first served up to the class capacity.
- Drop in capacity varies.

### **If I am registered for a class that also has drop in availability, am I always guaranteed my space?**

- Yes. Registered participants are guaranteed space in the class.