



**THE CORE**  
**COPPELL PARKS AND RECREATION**  
**Facility FAQ's - September 21, 2020**

- **What services are currently available?**

We are opening our facility in a phased approach to ensure we can properly monitor and sanitize all features and keep the health and safety in mind for our patrons and staff.

**Current Openings:**

- Fitness Center
- Restrooms/Locker Rooms
- Running/Walking track
- Indoor Pool – lap lanes and Play Feature
- Group Exercise (Virtual and In-person)
- Personal Training

**Areas currently unavailable to the public:**

- Sunshine Room
- Gymnasium
- Studios
- Fitness Studios

**Temporary Facility Hours:**

**Monday – Friday:** 7:00 am – 8:00 pm

**Saturday:** 8:00 am – 5:00 pm

**Sundays:** Closed

- **Why are your hours reduced?**

We want to make sure we are adequately able to deep clean the facility and prepare our equipment for the next day.

- **Do I have to be a CORE Member to attend the facility?**

No, we are happy to allow members and non-members to return to our facility. Day passes may be purchased upon entry to the facility; credit cards only.

- **What do I need to know before I arrive?**

We look a little different as we are taking a crawl, walk, run approach to reopening. We will allow a limited number of users in our facility for Fitness; cardio, free weights, weight machines, and track and limited users for the indoor pool; lap lanes and play feature. Since we have a limited number of machines and space in our facility, we want to make sure everyone can stay at a safe distance while in the facility. Locker Rooms will be available to use however, lockers inside the locker rooms will not be available. A minimal number of lockers will be available in the fitness center and track area.

- **Do I need to make a reservation to come to the Fitness Center?**

We are no longer requiring reservations to be made to attend the Fitness Center or Track. However, in an effort to keep patrons from having to wait a long period of time, we are asking that reservations be made for the 7:00 am time slot. All other Fitness Center times will be open until we meet capacity.

Indoor Pool Reservations for lap lanes and play feature will still be required due to the minimum number of lanes available.

All spaces will be limited and will be first come, first served.

Reservations can be made online by visiting [www.coppellactivities.com](http://www.coppellactivities.com) and logging into your account or be telephone at 972-304-7077. Please see the online reservation how to for more detailed information.

- **Do I need to make a reservation to use the indoor pool for lap swim?**

Yes, due to limited lanes we are asking patrons to plan and make a reservation online to attend the facility. Spaces will be limited and will be first come, first served reservations.

Reservations can be made online by visiting [www.coppellactivities.com](http://www.coppellactivities.com) and logging into your account or be telephone at 972-304-7077. Please see the online reservation how to for more detailed information.

- **Do I need to make a reservation to use the indoor pool for the play feature?**

Yes, due to maintaining social distancing, we are asking patrons to plan and make a reservation online to attend the facility. Spaces will be limited and will be first come, first served reservations. One family, up to 6 people, per time slot will be allowed to use the play feature. Reservations can be made online by visiting [www.coppellactivities.com](http://www.coppellactivities.com) and logging into your account or be telephone at 972-304-7077. Please see the online reservation how to for more detailed information.

- **What if I cannot make my reservation for the Indoor Pool?**

If you cannot make your reservation to swim laps, please call or email us as far in advance as possible. We would like to make sure that we are able to open spaces for other members to utilize.

If we do not hear from you and you do not show up to your reservation, a hold will be placed on your account. This hold will prevent you from registering on Friday for the following week. Your hold will be lifted on Monday, allowing you to reserve any remaining open spots. If you do need to cancel your reservation, give us a call at 972.304.7077 or email us at [CORE@coppelltx.gov](mailto:CORE@coppelltx.gov).

- **Indoor Pool - No Call, No Show Policy**

The lap lanes for the indoor pool are in high demand due to the limited number of lanes available. We are aware that this has caused many to be unable to reserve your preferred time. Over the last few weeks we have had multiple people reserve a spot and not show up for it. This becomes upsetting for those that would have liked to use the pool during that time but were unable to due to the reservations being full. To prevent this from continuing to occur we will be implementing a no call, no show policy.

- **How far in advance can I make a reservation?**

Reservations for the Indoor Pool and the 7:00 am Fitness Center, can be made up to 7 days in advance. Weekly timeslots will open online every Friday at 8:00 am. You will only be able to book up to 5 reservations per week when booking. You can also call during facility hours to book a reservation over the phone.

- **Do I have to have a membership to make a reservation?**

To make a reservation for the Indoor Pool or a 7:00 am time slot in the Fitness Center, you will have to be a Member. However all other time slots for the Fitness Center are open to Members and Non-Members.

- **Will I need my membership card to check in when I arrive?**

Yes, we will be asking that each member scan their membership card upon arrival to the facility. If you have a Family Membership, we ask that each member scan their card individually. If you do not have a Membership card, please stop by our front desk at any time and a Customer Service Attendant will be happy to issue one for you.

- **Will my workout and lap swim be limited?**

If you are attending the Fitness Center or Track area, you will not be limited to the time you spend in the facility. However, we do ask that you be mindful of others waiting to enter the facility and those around you that may be waiting on specific machines.

For the Indoor Pool, you will have one-hour to complete your swim workout. When the one-hour time slot is over, we ask that you leave the pool area so staff is able to sanitize appropriately. You can come anytime during your one-hour time slot, but you will be required to leave when that time is over.

- **What can I do while I am in the fitness Center?**  
 You will have access to a limited number of cardio machines, weight machines, the free weights area, and the track. You are free to use and roam through those areas, while keeping a safe distance from other patrons. Masks will be required at all times while maneuvering in the facility. Masks will not be required to be worn on Cardio Equipment.
- **Will the Cardio equipment be spaced 6 feet apart?**  
 We will be alternating the use of cardio equipment to every other machine to ensure the distancing measures are in place.
- **Will you be providing PPE for patrons?**  
 We are asking that patrons bring their own PPE (mask) when using our facility. Masks are required to be worn while in our facility.
- **Will you be offering any Group Exercise Classes?**  
 We are now offering Live Virtual and In-Person Group Exercise classes!  
 Virtual classes will remain for Members Only, where members will receive a weekly email with registration information, but you can also call the facility during the week at 972-304-7077 for more information.  
 In-Person Classes will be available to Members and Non-Members, but will require a reservation. If you are a Member, you can continue to register for a space online. If you are a Non-Member you can call the facility at 972.304.7077 to reserve your spot and pay for a Day-Pass over the phone or you can walk-in to join (limited space available and pending).
- **Will you be offering Personal Training?**  
 Yes! We are finally bringing Personal Training back for our patrons. If you are interested in setting up PT options as a returning patron, please call the front desk at 972.304.7077 or email us at [CORE@coppelltx.gov](mailto:CORE@coppelltx.gov). If you would like to set up a New PT option, please give us a call at 972.304.7077.
- **Will Fitlinxx services be available?**  
 All Fitlinxx services have been suspended. Staff at The CORE is happy to help you locate a phone app that has the ability to track your workouts for you to use.
- **Will The CORE staff be sanitizing machines and weight equipment between uses?**  
 Yes – we have dedicated staff that will be in the fitness center sanitizing equipment after each use. We do ask that members are also prepared to clean before and after their use on the machine. A spray bottle and cloth will be provided upon entering.
- **Will the locker rooms be open?**  
 Yes, the locker rooms will be open, but lockers inside the area will not be available for use. A limited number of lockers will be available in the Fitness Center and near the track area. Patrons must provide your own lock.

- **Will the water fountains be available?**  
 Yes, water fountains will be reopened with access to the spouts and the bottle fillers.
- **When will programming resume?**  
 We are currently evaluating how we can host our programming in a way that is safe for our staff and patrons. Please continue to look for updates.
- **What if I am not ready to return to The CORE?**  
 We do understand if you are not ready to return yet. Please email us at [CORE@Coppelltx.gov](mailto:CORE@Coppelltx.gov) and we will discuss your options.
- **What measures are you taking to minimize the risk of exposure to patrons and staff?**  
 We have taken the necessary steps to prepare our facility for social distancing as well as taken the extra measures to disinfect our areas and equipment when in use. We have trained our staff and worked to follow the guidelines of the CDC, Dallas County, and State of Texas. We are asking that patrons join us in this effort by cleaning their equipment before and after each use. Staff and patrons will be required to wear masks at all times.
- **Will temperature checks be required prior to entry?**  
 We do ask that patrons check their own temperature before heading to The CORE, as staff will not be taking the temperature of patrons upon entry. It will be required that staff has their temperature taken upon arrival to their scheduled shift.
- **Will a mask be required while using the facility?**  
 We will be requiring our staff to wear masks while on shift and in the facility. Per the orders issued by the Dallas County Judge on Friday, June 19, masks will be required in all locations of the facility. The only time it is okay to not wear a mask is while using the indoor pool and while using the cardio machines. During cardio, patrons will be performing vigorous activity which could cause a health and safety concern and the machines are spaced at least 6 feet apart.
- **Will hand sanitizer be available or should I bring my own?**  
 We will have EPA approved hand sanitizer available for use, but you are more than welcome to bring your own.
- **How are you planning to enforce social distancing?**  
 We will have signage all around the facility that encourages patrons and staff to follow the guidelines. We are also asking staff to help politely remind patrons about the policy while using the facility.
- **Will the Sunshine Room be Open?**  
 At this time, we will not be opening the Sunshine Room. We are opening our facility with a crawl, walk, run approach.

- **Why don't you have coffee, towels, or locks for your patrons?**

We want to make sure we keep the safety of our patrons and staff in mind when we reopen the facility. Currently those services pose greater risks to the overall safety. We do hope to bring those services back later.

- **How can patrons do their part?**

- Patrons should stay home if they are sick.
- Patrons should monitor their temperature prior to heading to The CORE.
- We are requiring that patrons wear a mask while in the facility.
- While in the facility, please keep your distance from others and respect those around you.
- We are asking that when patrons are using the equipment, they wipe down what they are using before and after each use.