



## FAQ for Fitness Center Closure

### General Information

1. **Why is the Fitness Centre closing?**

The Fitness Centre will be closing to replace flooring on both levels of the Fitness Centre weight and cardio machine areas.

2. **When will the Fitness Centre be closed?**

The current closure timeline is set to be from July 15th until mid-August.

We are in regular communication regarding the work schedule with contractors. Work will take approximately 4 to 6 weeks to complete.

Final completion dates are subject to change.

3. **Why do you have to close both floors to activities?**

Closing both floors will allow for faster completion of the project by contractors.

4. **Will any other facilities be affected by this closure?**

The racquetball/squash courts, walking/running track, fitness classes and change rooms will remain open to members during the closure.

5. **Will the Fitness Centre Customer Service Desk remain open?**

Yes, the Customer Service Desk will remain open at regular times.

6. **Why are dates subject to change?**

While we do our best to plan the project with target dates, changes to equipment deliveries, contractor availability, etc. can impact the timeline of the project. We are subject to variables that are beyond our control.

### Membership and Access

8. **Will I receive a refund or extension on my Membership or Locker Rental if I don't use the walking/running track or courts?**

Memberships and Locker Rentals will be extended appropriately, please email us to submit your request at [recreation.services@uwinnipeg.ca](mailto:recreation.services@uwinnipeg.ca).

Your request will be subject to review and approval by a Manager or Supervisor.

9. **How can I stay updated on the reopening date?**

Project progress will be updated via the Customer Service Desk, the Recreation Services website, UWRec Mobile App notifications and our Instagram (@uwrecservices).



## FAQ - Equipment and Facilities Continued...

### Equipment and Facilities

**10. What new equipment is being installed on the lower level?**

Similar to new equipment that was purchased for the upper level, the lower level equipment is aged and needs to be replaced. We intend to provide similar equipment that provides a variety of workout options.

**11. Will there be any changes to the layout of the Fitness Centre?**

Yes, new equipment will be placed in an updated layout.

**12. Are there any new features being added?**

New equipment is intended to generally match the overall functionality of old equipment that will be removed. Equipment design changes over time, so expect to see some differences.

**13. How will the new flooring improve the Fitness Centre experience?**

Our current flooring is dated and worn. New flooring is intended to refresh and renew the space, while providing safety and comfort for users.

### Scheduling and Fitness Classes

**14. Will scheduled fitness classes be affected by the closure?**

The fitness class schedule will be unaffected.

### Health and Safety

**15. What measures are being taken to ensure the safety of members and staff during the renovation?**

Sections will be closed to ensure the safety of all users.

**16. Will the Fitness Centre be thoroughly cleaned before reopening?**

Yes, the Fitness Centre will be thoroughly cleaned prior to reopening. New cleaning protocols will be arranged and confirmed with our cleaning contractor and the University Facilities Department.

**Please continue to watch for further updates! We appreciate your patience as we work to improve your facilities!**