



## FAQ for Fitness Center Closure

### General Information

- 1. Why is the fitness center 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 center be closed?**
  - The project is tentatively scheduled to begin in late July.
- 3. How long will the closure last?**
  - We are finalizing the work schedule with contractors, but understand the work will take 4 to 6 weeks to complete. Dates are subject to change.
- 4. Why do you have to close both floors to activities?**
  - Closing both floors will allow for faster completion of the project by contractors.
- 5. Will any other facilities be affected by this closure?**
  - The racquet courts, walking/running track, fitness classes and change rooms will remain open to members during closure.
- 6. Will the Fitness Centre Customer Service desk remain open?**
  - Yes, the Fitness Centre will remain open at regular times.
- 7. Why are dates subject to change?**
  - While we do our best to plan the project on a set timeline, contractor staff, delivery of flooring and equipment, etc., are subject to variables that we do not control. Changes to delivery timelines and contractor availability can impact the timeline of the project.

### Membership and Access

- 8. Will I receive a refund or extension on my membership or locker if I don't use the walking/running track or courts?**
  - Memberships and Locker will be extended appropriately, please email [recreationsservices@uwinnipeg.ca](mailto:recreationsservices@uwinnipeg.ca) to submit your request.
  - Your request will be reviewed and applied by a Manager or Supervisor, not by the staff at the Customer Service Desk.
- 9. How can I stay updated on the reopening date?**
  - Project progress will be updated at the Service Desk, on the Recreation Services website and on membership app/Instagram updates.
  - 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.



## 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 center?

- Yes, new equipment will be placed in locations in the 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 center 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 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 center 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 University Facilities.

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