



## **FAQ**

### **1. Who is eligible to return to the facility as of May 17<sup>th</sup>?**

Students, faculty, staff, alumni, associates, retirees, Trustees, Citizen Board members, spouse/domestic partners, and dependents (26 and younger).

### **2. Will my membership be automatically reinstated?**

Anyone who had an active membership when the facility closed on March 16, 2020, and did not subsequently cancel, will have their membership automatically reinstated on May 17 unless notified otherwise. This includes primary members and family members on the same membership.

#### ***Prepaid Memberships:***

Members who prepaid their membership with cash, check or credit card will automatically have their membership expiration date extended for the time the facility was not available.

Example: Scott used his credit card to purchase a one-year membership for him and his wife Cheryl. Their membership was set to expire on June 1, 2020. Scott and Cheryl's membership expiration date will automatically extend through August 2, 2021.

#### ***Monthly Recurring Memberships:***

Members who opted for monthly credit card billing or electronic funds transfer (EFT) are due a credit from March 17-31, 2020. Therefore, we will not reinstate monthly billing until June 1 allowing members "free" use of the facility from May 17-May 31, 2021. If you do not want to reinstate monthly billing, or would prefer to use another form of payment, please email [wellnesscenter@miami.edu](mailto:wellnesscenter@miami.edu) **no later than Friday, May 14, 2021.**

### **3. I do not feel comfortable returning, can I receive a refund for my membership?**

If you do not feel comfortable returning and would like to cancel your membership, please email [wellnesscenter@miami.edu](mailto:wellnesscenter@miami.edu). If you have prepaid your membership, you can choose to receive a credit on your account to use for future membership renewals or purchases, or receive a refund.

### **4. Are locker rooms open?**

Locker rooms will reopen on Monday, May 17. As with membership, we will not resume charging for locker service until June 1, 2021. If you prepaid for your locker, your locker service will automatically update to the same expiration date as your membership.

### **5. Is towel service being offered?**

Towel service will resume May 17. If you prepaid for your towel service, you must email [wellnesscenter@miami.edu](mailto:wellnesscenter@miami.edu) or call the Sales Office at 305-284-5433 to reinstate your towel service. If your towel service is billed monthly, we will reinstate credit card billing and EFT on June 1, 2021.

### **6. Is the pool open?**

The pool and spa are scheduled to reopen on Monday, April 19. The saunas will reopen on Monday, May 17. Until the locker rooms reopen on May 17, members can change in the cabana located on the pool deck or in the family bathrooms located next to the outdoor courts.

The pool rules are:



- Masks are mandatory when not in the pool
- Lifeguards must wear masks at all times
- Two swimmers per lane
- Saunas closed
- Spa - limit 4 members at a time and everyone must wear a mask
- Patrons must bring their own towels until towel service is reinstated on May 17
- Accessories will not be provided (kickboards, fins, goggles, pull buoys etc.)
- Swim caps and goggles will be sold at the Front Desk until the Pro Shop reopens on May 17

**7. Are guests allowed?**

Due to space limitations and physical distancing guidelines, members may not bring in guests until further notice.

**8. What restrictions are in place?**

Click [here](#) for updated safety guidelines.

**9. What classes are being offered?**

Check our [schedule](#) for updated classes. Registration is required.

**10. Will my parking permit be active?**

Members who purchased a 2019-2020 wellness parking permit will automatically receive free parking in the yellow and gray lots through August 15, 2021. Click [here](#) for more detailed information. Members who did not purchase a 2019-2020 permit must purchase a 2020-2021 parking permit through the sales office or park in a metered spot.