

Frequently Asked Questions – updated October 5, 2022

When did the access restrictions change?

- Restricted Access to the Weinstein Center for Recreation and Well-Being Center was lifted **Monday, May 2, 2022.**

Where can I find the Weinstein Center for Recreation hours?

- Weinstein Center Hours can be found at <https://recreation.richmond.edu/> .

I haven't been to the Weinstein Center since March 2020. What has changed?

- The Weinstein Center has been renovated with an improved layout and décor. The weight room is now located on the 1st floor and the main cardio area is located on the 2nd floor.
- The Weinstein Center no longer offers towel service. Please bring your own towels as needed.
- There is a new Mind-Body studio located on the 2nd floor of the Well-Being Center. Fitness classes and programs may be held in this location, in addition to the 2 multi-purpose rooms in the Weinstein Center.

Since you are no longer providing towels service, am I able to purchase a towel?

- Yes, we now have 2 sizes of towels available for purchase at the Member Services desk. Bath towels (\$10.00) and Gym towels (\$5.00) may be purchased with cash or check only.

I heard you opened a new Well-Being Center. Will members have access to the Well-Being Center?

- Yes, the [Well-Being Center](#) is a University building and accessible to all. The [Organic Krush](#) café is also located on the first floor of the Well-Being Center.

If I am a Weinstein Center member, what other amenities are available to me in the Well-Being Center?

- As a Weinstein Center member, you can use the FusionGo app to enter through the turnstiles at the Welcome Desk. Access is provided to the Salt Therapy Room, Massage Therapy, and Relaxation Lounge. You may also attend fitness classes and programs in the Mind-Body Studio located on the 2nd floor of the Well-Being Center.

What is the Salt Therapy Room and how can I use it?

- The Well-Being Center offers Salt Therapy walk-ins and appointments to students, faculty, staff, and members of the Weinstein Center for Recreation. Appointment times are found using the FusionGo app or Fusion portal services.recreation.richmond.edu. Walk-in Hours are available 10am-Noon Monday-Friday. Just stop by the Welcome Desk to start your session! Benefits of Salt Therapy include: relieves stress, encourages relaxation, improves breathing and clears airways, strengthens immune system, anti-inflammatory, and helps repair skin cells. For additional information, visit our Health Promotion website <https://healthpromotion.richmond.edu/programs-and-resources/salt-therapy.html>

I heard you removed the biometric hand scanners. How will I get through the turnstiles?

- The FusionGo App is needed to access the Weinstein Center through the turnstiles. We no longer use the hand scanners. Please visit the [URec Resources](#) page for information about how to download the app. You can view fitness class schedules and register, and stay up-to-date by allowing the alerts and notifications feature.

What if I do not have a smartphone? How will I enter through the turnstiles?

- Anyone without a smartphone can present a photo ID and the staff will look you up to verify your access privileges and manually let you through the turnstiles.

How will my children enter? They are too young to have a phone and use the app.

- Children under the age of 16 must be accompanied and supervised by a parent or guardian. The parent/guardian will present a photo ID and the staff will verify access privileges and let children through the turnstiles.

When will Massage Therapy resume?

- Massage Therapy has resumed and is focusing on completing sessions purchased before March 2020. To schedule unused sessions, please log into Appointment Plus and view your cart. We have not yet started selling new Massage Therapy sessions. If you need additional information, please contact Heather Sadowski at hsadowsk@richmond.edu.

When can I buy Personal Training Sessions?

- Personal Training Sessions are now available and can be purchased using the on-line portal or in person at Member Services. Visit <https://recreation.richmond.edu/fitness/personal-training.html> for additional information. **IMPORTANT:** Any members who have questions about their remaining sessions or to connect with a trainer, please contact Sarah Lee at ssheppa2@richmond.edu.

If I am a paid member, do I need to get a new parking pass?

- Yes, it is likely your parking permit has expired. Please visit <https://parking.richmond.edu/registration/wellness.html> to request a new parking permit prior to your return to campus.

If I am a paid member and am charged monthly for my membership dues, when will the drafts resume?

- Monthly bank drafts resumed on **June 16, 2022** unless you cancelled your membership by June 13, 2022. Members were charged their monthly fee on March 16, 2020. Those payments have been applied to the period from May 2–June 15, 2022.

If I am a paid member and am charged monthly for my membership dues, do I need to give you my banking information again?

- No, we still have the banking information on file. If you would like to verify the banking information, please contact the Membership Office at (804) 662-3086. Monthly drafts can be made to checking or saving accounts only, not credit cards.

If I am a paid member and pay annually, when do I need to renew my membership and pay?

- Your membership has been extended for the number of days from March 17, 2020 until your original expiration date. This means everyone has a new expiration date. The Membership Office will contact you approximately a month before your membership is scheduled to expire. Until then, no payments are needed.

How can I cancel my paid membership?

- Please submit a cancellation form to the Membership Office and we will process your cancellation and start a refund request if applicable. More information can be found at <https://recreation.richmond.edu/member-services/cancellation-policy-and-form.pdf>

When can I make changes to my membership type?

- Any changes made to monthly memberships will be effective at the start of the next billing cycle (16th of the month).

If I am on the waitlist, when will I be allowed to join?

- We continue to monitor membership levels and facility usage and invite people from the waitlist each month as space is available.

I am an Alumni. When can I join?

- Alumni do not have to wait. Please contact the Membership Office and schedule an appointment to join!

I am a Part-time Student or Part-time Employee. When can I join?

- Part-time Students and Part-time Employees do not have to wait. Please contact the Membership Office and schedule an appointment to join!

When will Guests be allowed back in the Weinstein Center for Recreation?

- Guest Passes have resumed. As a reminder, all guests must be sponsored and accompanied by a current Weinstein Center for Recreation member. For more information, please view our flyer <https://recreation.richmond.edu/member-services/New%20guest%20policy%207-1-18.pdf>

What is the status of 5th Year Memberships for recent graduates?

- This includes access for December 2021, May 2022 and August 2022 graduates. Please visit <https://recreation.richmond.edu/member-services/fifth-year/index.html> for more information.