Frequently Asked Questions – updated April 28, 2022

When will I be permitted back into the Weinstein Center for Recreation?
• Current Restricted Access to the Weinstein Center for Recreation and Well-Being Center will remain in place through Sunday, May 1. We are anticipating opening to employee dependents, retirees, retiree dependents, and paid members on Monday, May 2.

Where can I find the Weinstein Center for Recreation hours?
• Weinstein Center Hours can be found at https://recreation.richmond.edu/. Summer Hours go into effect Friday, April 29.

If I am an employee dependent, retiree or retiree dependent, will my access automatically resume on May 2?
• Yes, if you remain an employee dependent, retiree or retiree dependent as defined by the University, your access will automatically resume on Monday, May 2.

If I am a paid member, do I need to do anything for my paid membership to resume on May 2?
• No, if you had a membership on March 17, 2020 when the Weinstein Center for Recreation closed due to COVID, and have not cancelled your membership, your access privileges will automatically resume on Monday, May 2.

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?

- We are anticipating resuming Massage Therapy in June and will focus on completing sessions purchased before March 2020. We anticipate resuming Massage Therapy sales during the fall 2022 semester. To schedule unused sessions, please log into Appointment Plus and view your cart. 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 after May 2. Visit https://recreation.richmond.edu/fitness/personal-training.html for additional information. IMPORTANT: Current Restricted Access to the Weinstein Center for Recreation and Well-Being Center will remain in place through Sunday, May 1. This includes participation in Personal Training. Any members who have questions about their remaining sessions or to connect with a trainer, please contact Sarah Lee at ssheppa2@richmond.edu.

Do I need to register to attend Fitness Classes?

- Currently the only classes that require registration are virtual classes in order to receive the Zoom link. If in-person classes with limited space and equipment start reaching maximum capacity, we may require pre-registration and will update the members in advance.

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 will resume on June 16, 2022 unless you have 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. If you would like to change the banking information, please submit a new voided check no later than June 13, 2022. 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?

- Please wait until after May 2 to make changes to your membership type. On May 2, your previous membership will resume and we are unable to make changes at this time. Any changes made to monthly memberships after May 2 will be effective on June 16 at the start of the next billing cycle. Changes made to annual memberships after May 2 will be effective on the date processed, and may involve a refund of the unused portion of your previous membership.

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

- After our current members return in May, we will determine whether we can invite individuals off the waiting list. This will not likely occur until June or July.

I am an Alumni. When can I join?

- We anticipate resuming new membership sales for alumni on Monday, May 2.

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

- We anticipate resuming new membership sales for part-time students and part-time employees on Monday, May 2.

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

- We anticipate resuming guest passes on Monday, May 2. 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?

- We plan to resume 5th year memberships on Monday, May 2. This will include 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.