Frequently Asked Questions

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POLICIES:

Are face coverings required?
  - Face coverings are required in all buildings on campus at all times. This includes while exercising in the Weinstein Center (except while swimming).

Will individuals be screened before entering the WCR?
  - No. Faculty, staff and students will not be screened upon entering the WCR but will follow University protocols for health screenings.

Are locker room/shower facilities available?
  - Locker rooms will be available for changing and the showers in the faculty/staff locker room will be open but the showers in the community/student locker room will remain closed.

Who will have access to the WCR?
  - ONLY faculty, staff and students will have access to the WCR until campus returns to normal operations.

How will physical distancing be enforced?
  - Cardio and Weight equipment has been spaced 10 feet apart. WCR staff will ensure separation of 10 feet between patrons using such equipment.

MEMBER SERVICES:

Are members required to reserve workout times?
  - Members will not be required to reserve workout times at this time. Space will be limited and only a certain number of participants will be allowed in at a time. The capacity of the WCR during the red will be 210, orange phase will be 503, and yellow will be 757.

Are members expected to clean their own equipment?
  - YES, all members are expected to clean their equipment before and after use. Additional cleaning will be done by the URec and custodial staff but members are responsible for the cleanliness of their own equipment.

Will we still use the hand scanners to enter the Weinstein Center?
  - No, we are launching our new app FusionGo. In addition to improved communication and easy access to Weinstein Center information, members will use the app on their phone to scan themselves through the turnstile. We will be sending out more information as soon as FusionGo is ready.
Will equipment be available to rent from Member Services?
- No equipment will be rented or lent out from the Member Services desk.

Can we bring guests?
- At this time, no guests, dependents, retirees 5th year and community members will be permitted. We will only permit faculty, staff and students in the WCR.

When will massage therapy resume?
- Massage therapy will resume when the University reaches the “green” phase of the UR Physical Distancing Framework.

How do I request a refund for massage?
- At this time, massage therapy session expiration dates will be extended until June 30, 2021. This date may be subject to change into December 2021. This extension pertains to only those who have been impacted from the dates of March 17, 2020 through the UR “green” phase of the UR Physical Distancing Framework.
  - If you do not wish to have this extension, please contact Heather Sadowski: hsadowsk@richmond.edu to discuss the refund process.

How do I request a refund for personal training?
- Members can reach out to Devan Martinez at dmartine@richmond.edu to request an expiration extension or a refund for personal training sessions that have been purchased. Refunds can also be processed by using the Refund Request Form at the following link: https://recreation.richmond.edu/member-services/Refund%20Request%20Form%2010-12-17.pdf

How do I request a refund for memberships?
- Please complete the cancellation request form https://recreation.richmond.edu/member-services/cancellation-policy-and-form.pdf and send to wcrmemberships@richmond.edu or mail to: Weinstein Center for Recreation, Attn: Membership Office, 361 College Road, University of Richmond, VA 23173.

FACILITIES:

What will your hours be?
- Monday-Friday: 7:00am-10:00pm
- Saturday-Sunday: 9:00am-10:00pm
- Hours are subject to change based on University events and programs.
What will the pool hours be?

- Monday-Friday:
  - 8:00am -9:30am
  - 11:30am-1:30pm
  - 5:30pm-9:00pm
- Saturday:
  - 12:00pm-3:00pm
- Sunday:
  - 12:00pm-3:00pm
  - 6:00pm-9:00pm

What facilities are available?

- The newly remodeled Weinstein Center weight area and cardio equipment will be available for use. The pool will be open. Locker rooms will be available for changing and the showers in the faculty/staff locker room will be open but the showers in the community/student locker room will remain closed.

What facilities are NOT available?

- Multi-purpose Room 1 (downstairs)
- Multi-purpose Room 2 (upstairs)
- Gymnasium-all (3) courts
- Racquetball/Squash courts
- Indoor jogging track
- Saunas

How will the equipment be cleaned?

- Members are asked to use the spray cleaner to disinfect their equipment before and after use. WCR staff will also clean all equipment on a regular schedule. We have added blocks of times throughout the day that we will be closed for the Custodial Staff to do additional cleaning.

Will there be a limit to how many people can be in the Weinstein Center?

- The Weinstein Center will limit the number of members allowed in the building at one time based on building capacity and the current operating phase of the University. The pool will have a limit of (3) people per lane.

Will the racquetball and squash courts be open?

- No, the racquetball and squash courts will NOT be open until we return to normal operation.

Will the gym be available to shoot hoops, play volleyball, etc.?

- No, the gymnasium will not be available for informal recreation. It is being used as classroom space.
**FITNESS:**

**Will equipment be available for use in group exercise classes?**
- At this time equipment will not be available for use for the in-person, outdoor classes we will be offering. Mats will not be provided, so we encourage members to bring their own.

**Will there be group exercise classes this Fall (online or virtually)?**
- We will begin a new group exercise schedule August 24th that will include outdoor and virtual options for classes. The fall schedule will be posted on our website at https://recreation.richmond.edu/fitness/index.html and sent to the fitness distribution list. You can also sign up for the fitness distribution list at that same link using the promo box on the left side.

**Will group exercise classes require pre-registration to attend?**
- Yes. Due to physical distancing guidelines, the maximum capacity in our group exercise classes will be reduced. Members must sign-up for a class ahead of time to reserve a spot, and only pre-registered members will be allowed to attend. Pre-registration will open 48 hours prior to the class start time and can be completed at the following link: https://services.recreation.richmond.edu/ or using the FusionGo App. If an outdoor group exercise class needs to be cancelled due to inclement weather, all registered members will be notified via email one hour prior to the class start time.

**Can we still work out with our personal trainer?**
- Members can still work out with their personal trainer while adhering to physical distancing guidelines. Members will also be required to clean all equipment that they use while working out with their personal trainer.

**EQUIPMENT:**

**Will towels be available?**
- No, towels will not be provided at the Weinstein Center. Members are encouraged to bring their own.

**OUTDOOR ADEVENTURE AND RECREATION:**

**What OAR programs will be offered?**
- This Fall OAR is focusing on local programing such as Plant Identification Hikes, Bike Repair Clinics, and when possible local river trips. Check out our calendar and the Weinstein Center Portal or App for a list of current program offerings. Program offerings are updated weekly. Have an idea for a trip you want to see happen? Email idonlon@richmond.edu to discuss options!
FREQUENTLY ASKED QUESTIONS

What Equipment can I rent?

- As the University staggers its re-opening, OAR rentals will be limited to certain “hard goods” such as lawn games and bikes. Here is a full list of what is currently available for rent: Corn Hole, Disc Golf Set, Ladder Ball, Spike Ball, Volley Ball Set, Giant Jenga, Mountain Bike Package, and Commuter Bike Package.

How do I rent or reserve equipment?

- In an effort to minimize in person contact, we ask that you email Lee Donlon, Manager of Adventure & Leadership at ldonlon@richmond.edu to coordinate your equipment rental pick up and drop off. This fall we will be operating on limited hours with a reduced staff. It is essential that you coordinate a rental pick up and drop off time before renting.

What will OAR hours be?

- OAR is operating on reduced hours and will be open Wednesday, Thursday, Friday, 4pm-6pm. These hours may change as the Fall Semester progresses. Please remember to email ldonlon@richmond.edu to coordinate rentals or if you have any questions.

Will the Green Bike Share Program be offered?

- In an effort to reduce possible spread of germs, and an inability to effectively clean Green Bikes after use, the Green Bike Share program will not be available this fall.

Can I schedule a program on the Odyssey Challenge Course?

- Yes! While group sizes and program options are limited during the re-opening stages, we are offering challenge course programming to University of Richmond Students, Faculty and Staff only. If you wish to schedule a program on the challenge course, please email Sam Albert at scalbert@vcu.edu and Lee Donlon at ldonlon@richmond.edu to coordinate your program.

SPORTS CLUBS:

Will Sport Clubs exist this fall?

- Some clubs may choose to put their clubs on hold, but we are hopeful that most will be active in some capacity this fall. We are actively working on ways for these clubs to be successful while staying safe this fall.

Will Sport Clubs be allowed to host/travel to competitions?

- Individual clubs (e.g. Equestrian/Golf) will be able to request travel exemptions when our university enters a phase that allows possible travel. These requests will be approved on a case by case basis. It is unlikely at this time that team sports (e.g. soccer, rugby) would be allowed to travel this fall.
Will Sport Club participants be required to wear face covering during activity?

- We are not recommending the wearing of face covering during physical activity at this time. However, it is for this reason that physical distancing requirements are so important to keep all participants safe.

INTRAMURALS:

Will any IM’s be available this fall?

- We are currently exploring what IM sports we can allow this fall. At this time, it is unlikely that any team sports will be allowed to compete this fall.

EMPLOYMENT:

Are you hiring student employees?

- We are currently hiring for various positions, however due to being in the Red Phase of re-opening, only students who have previously worked on campus or those who have their work release form from Student Employment can be hired. Please visit our website to see the listing of available positions as well as the job descriptions.

How can I apply to work at the WCR?

- Please complete the Student Employee application available at https://recreation.richmond.edu/employment/student-jobs.html and send it via email to hwbapplications@gmail.com.

CONTACT INFORMATION

For general comments or questions, please contact Member Services wcrwmembersvcs@richmond.edu or call (804) 289-8361. For Weinstein Center for Recreation updates, please visit recreation.richmond.edu.