

## Ludlow Community Center Randall Boys and Girls Club Membership Question and Answers

This is an exciting time for us at the LBGC and we are looking forward to welcoming the community back into our fitness center and pool. Since the COVID shut down back in early 2020, many things have changed at the LBGC and we have streamlined many of the registrations to provide an improved member experience. You will find frequently asked questions with answers below. Any additional questions should be directed to our Membership Desk Clerks or Mark Gehring via email at [MGehring@LudlowBGC.org](mailto:MGehring@LudlowBGC.org)

Q. Do I need to sign up for a membership?

A. No, a membership is not required. Each time a non-member wants to use the facility, there is a \$10 per visit charge. If paying by visit is more ideal for you, please be sure to fill out the Fitness Center or Lap Swim reservation form on our website.

Q. Will my membership from pre-covid be re-started?

A. All members must re-register on our website to have an active membership to the club. Our membership clerks can assist you with this on our tablet if you do not feel comfortable completing this at home.

Q. Will I receive credit for any remaining time I had associated with my membership before the COVID shut-down?

A. Yes, please note on the registration form that you believe that you have a credit from your previous membership. We will need to cross reference with the Finance Department and will ensure that your credit is being taken into account while we bill you for the new membership.

Q. Can I use my same membership card?

A. Yes, however some cards may need to be replaced if we experience issues with them scanning properly.

Q. With a membership, do I still need to sign in on the tablet with the Membership Desk Clerk?

A. No, as long as your membership card has scanned properly, you will not have to sign in on the tablet. Signing in on the tablet will be our back-up form of signing in members to allow us to track attendance properly.

Q. What times can I access the facility with my membership?

A. Please check our website for an updated monthly schedule. The pool schedule fluctuates slightly from day to day depending on the other programming we are offering at the Club. The Fitness Center is open from 6:30am – 2:30pm, and then again from 5:30-7:30pm Monday - Friday. We are working to expand time for members on the weekends when we fill our Membership Clerk staff.

Q. How long will my credit from a canceled program or membership remain active?

A. All credits due to the COVID pandemic will be expiring on December 31<sup>st</sup>, 2021.

Q. What form of payments do you accept?

A. We prefer to keep as many payments online as possible, however we accept cash or check in person. If you are requesting to pay with cash, please provide exact change.

Q. Do you offer any discounts other than the Ludlow Resident and Senior Discounts?

A. At this time, we are only offering the Ludlow Resident and Senior Discounts.