

Two Rivers Activity Center FAQ

What are the facility hours?

Our hours are Monday – Saturday from 5:00am – 10:00pm, Sunday we are open from noon – 8:00pm

Do you have day passes?

Yes, we have day passes available. A day pass gives you access to our entire facility, classes included, for the entire day. You are able to leave and come back, just bring your receipt to the front desk when you return to check in. Prices for day passes:

Youth/Senior	\$8
Individual	\$10
Family	\$25

How do you define youth/individual/family/senior memberships?

A youth is considered anyone 21 and under.

Individual is anyone between the ages of 22-64.

Family is two adults living in the same household with their dependent children ages 21 and under.

A senior membership is for anyone ages 65 and over. We also accept Silver Sneakers and Silver and Fit memberships, please bring your Silver Sneakers or Silver and Fit card with you when you come to sign up for a membership.

How do I purchase a TRAC membership?

A membership can be purchased by going online to tracjamestown.com or by stopping by the front desk at TRAC. For those wanting to purchase online, click on the 'Membership' tab on our website. From there you will need to set up an account and then purchase your membership.

How much is a TRAC membership?

Family is \$80/month or \$880/year prepaid +tax

Individual is \$45/month or \$495/year prepaid +tax

Youth (-21) is \$35/month or \$385/year prepaid +tax

Senior (+65) is \$35/month or \$385/year prepaid +tax

Why is there a tax on the membership?

Due to there being a water park and gymnasium in the facility, we are classified as amusement by the ND Tax Commissioner and required to charge sales tax.

Are there any enrollment fees?

Yes, there is a one-time enrollment fee for a TRAC membership that is equal to one month's payment. We also have a one-time enrollment fee of \$50 for the OnTRAC Learning Center.

How do I pay for my membership?

You can pay for your membership in one of three ways:

1. It can automatically be deducted from your checking account each month. Automatic payments will take place between the 1st-5th of the month.
2. You can put it on your credit card and have your card charged each month. Automatic payments will take place between the 1st-5th of the month.
3. You can prepay for a year in advance.

Does TRAC participate in any Wellness Reimbursement Plans?

Yes, we participate with NIHCA. Call the number on the back of your insurance card to see if your insurance qualifies for this program. If so, please go online to www.NIHCArewards.org to sign up. Once you are registered, you will need to visit our facility a minimum amount of times per month to receive reimbursement.

What happens if I lose or forget my membership card?

If you lose your membership card, have the Guest Services employee or Wellness Attendant check the lost card box at the desk. If it isn't in the box and you know you lost it, then you will have to replace it with another card. To replace the card, stop by the front desk to make the purchase, it is \$5.35 to replace.

If you forget your card, please stop at the front desk to let the Guest Services employee or the Wellness Attendant check you in. This is not something that can be done all the time. We request you bring your membership card with you.

How many guest passes do I get with my membership?

Guest passes are as follows:

- Family memberships - **5** free guest passes per calendar year
- Individual/Youth/Senior – **3** free guest passes per calendar year

You must accompany your guest into the facility in order to use the guest pass. When the children on the membership are using these guest passes, the Head of Household will be contacted to get approval for the use. There are no free guest passes for Silver Sneakers or Silver&Fit memberships. Guest Passes will not accrue year to year.

Can I rent a locker?

Yes, the half size lockers (medium size) can be rented in both the Men's and Women's locker rooms for \$8/month. Automatic withdrawal from the checking or credit card on the membership account is set up for this rental.

Adventure Space- Drop In Child Watch

What ages can use the Adventure Space?

We can provide care beginning at 6 weeks of age to 12 years of age

When is the Adventure Space available?

Below are the current hours:

Hours care available: Pre – Register with Guest Services at the front desk.

- Monday - Friday: 8:30 am - 11:30 am and 3:30 pm - 7:00 pm
- Saturday: 9:00 am – 12:00 pm
- Sunday: 2:30 pm – 4:30 pm

Pre-registration is recommended; it is not required, but we can NOT guarantee a spot without prior registration. Priority placement is given to people that have registered. Registration can be made 2 days prior; however, you cannot have a standing spot you will need to register for each time you plan to need care. We request reservations be made so we can have the space adequately staffed to fit your needs. Care is provided for a 2-hour maximum time. You **MUST remain in the TRAC facility** while your child/children are in our care.

How much do you charge for the Adventure Space?

We have several options on payment for the Adventure Space. You can either pay per visit, purchase a punch card or purchase a monthly unlimited pass. Prices are as follows:

Single Visit Member	Single Visit Non-Member	12 Visit Punch Card Member	Monthly Unlimited Member
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1 Child	\$3	\$5	\$30	\$40
2 Children	\$4.75	\$8	\$51	\$65
3 Children	\$6.50	\$11	\$72	\$85

Is there a place to eat on site?

Yes, we have a lounge space with tables and chairs next to the south end of the gym by the main staircase behind guest services. The other location is in our multipurpose rooms, that are available for rent. Reminder no food or drinks are allowed in any other areas. Non-glass bottles with tops/lids are permitted in the facility with clear liquids only. This is to protect the flooring and equipment within the facility.

Can I host a birthday party at TRAC?

Yes! We offer multi-purpose rooms available for \$100 for a three-hour time frame. We allow up to 10 children with 2 supervisors per party. We will charge an additional \$5/person over the initial 12. There must be 1 adult for every 5 children. Please stop by the front desk to reserve a space. Payment must be made and the appropriate paperwork must be filled out before your spot will be reserved.

What type of floor does the gymnasium have?

The gym floor is made up of maple hardwood with an oil based sealer. We ask only clear liquids be allowed in the gym space to maintain the high-quality finish of the floor.

Wellness/Fitness Programs

Will there be someone to help me learn how to use the equipment on the strength floor and cardio decks?

Yes! A Wellness Attendant can help you learn how to use the equipment and answer any questions you may have. He or she can also provide you with a tracking sheet to help keep track of your settings, weight, and repetitions. If you would like more specific workouts tailored to your individual goals, our personal training program is the next level of service offered. Please see below for more information.

I would like to work with a personal trainer. Where can I find information about this?

There is information at our front desk regarding our Personal Training Program. The 1st step is to fill out the Interest Form and one of our trainers will contact you directly to set up a free consultation. We have options for individual training sessions and group sessions.

How old do I have to be to use the strength and cardio equipment?

Ages 9-14 can take an introductory TRAC University class to learn how to use the equipment on the strength floor and cardio decks. Afterwards, they will be able to pick up a bracelet at the front desk that indicates they have taken and passed the class. ***Ages 9-11 must be with an adult while taking the class and while using the equipment thereafter. Ages 12-14 must also take the class to use the equipment, but do not need to be supervised by an adult.***

How do I know if a group fitness class is right for me?

Before beginning any new exercise program or class, we first recommend that you check with your healthcare provider. To learn more about our classes, you can go to our online schedule <http://tracjamestown.com/trac-programs/fitness/> and click on the “description” of each to class to read more. If you still have questions about whether a class is right for you or not, you may contact the Wellness Programs Supervisor at 701-952-8722 for a consult.

How can I stay updated on the group fitness schedule and any changes or additions that may occur?

The best way to stay updated is to visit our schedule online at: <http://tracjamestown.com/trac-programs/fitness/>. We recommend that you check the website often as this is where we will update any changes, additions or special notifications.

Can children attend group fitness classes?

If you would like your child under the age of 15 to attend a group fitness class, approval from the Wellness Programs Supervisor must be obtained. You can contact the Wellness Programs Supervisor by calling 952-8722. They will work with each instructor individually to determine if the class is appropriate and safe for your child.

Aquatics

Is the pool open the same hours as the facility?

We do have specific hours for our pool that differ from our facility hours. Please visit us online at tracjamestown.com and click on the ‘Programs/Aquatics’ tab to see the pool hours.

Are lifejackets allowed in the pool area?

Yes, guests are encouraged to bring their own coast guard approved lifejackets. Inflatables, water wings and floatation swimwear are not allowed. Children wearing lifejackets in the water must be within arm’s reach of supervising adult. *If your child is in the water, you MUST be too.*

Are inflatable toys allowed in the water?

Guests may bring in their own dive toys. Inflatable or floating toys and balls of any type are not allowed.

What is the water temperature of the pool?

The activity pool is 82°, the lesson pool is 88°, and the spa is kept at 102°

What are the length of the lap lanes?

Our lap lanes are 71 feet or 23.66 yards or 21.64 meters in length.

At what age can my child use the pool without me being on deck or in the water with them?

Anyone 8 and under must have an adult supervising them. Nine and older can use the pool without adult supervision.

Can my child go down the big slides if they are wearing their lifejacket?

No. Lifejackets, keys, jewelry, shoes, and goggles are not permitted on the slides.

Can my child go down the big slides if they are with an adult?

Yes, as long as they are 48" tall and using the double tube.

If I forgot my swim suit, can I just wear my workout clothing?

Appropriate swim attire is required, no cotton clothing is allowed.

Why do I have to shower before getting into the pool?

Taking a cleansing shower before entering the pool is in our Heath Code. A shower gets off lotions, deodorants, colognes, and hair products so that we can better manage our water chemicals.

OnTrac Learning Center**Is the OnTrac Learning Center a licensed childcare?**

Yes, we are licensed for 105 children between the ages of 3 years to 12 years of age. If you would like more information about our childcare, please go to tracjamestown.com and click

on the childcare tab. You may also contact the OnTrac Learning Center Supervisor, Tammy Mewes, at tammy@jamestownparksandrec.com or 952-8723

How do I register my child for the OnTrac Learning Center?

You have a couple options:

1. You can stop at TRAC and pick up an enrollment packet at the guest service desk during regular business hours.
2. You can visit tracjamestown.com, click on the childcare tab, from there you will find information to start the enrollment and acceptance process as well as additional information.
3. You can contact the OnTRAC Learning Center Supervisor and request a packet be emailed or mailed to you.

tammy@jamestownparksandrec.com or 952-8723

Can I belong to the childcare without a TRAC membership?

Yes, we have both member and non-member rates.

Can I have a child have a membership to receive the discount?

No, you need to have a family membership to receive the discount