



## Wall Aquatic Center Membership Frequently Asked Questions

**Why are the membership prices changing?** With a new, larger state of the art facility we had a number of changes to our operations, which impact costs. The new chemical system is more sophisticated and allows us to more easily manage the pool chemical balance, with the trade-off of being more expensive upfront. The larger facility also requires us to increase the staff on duty at any one time, which again affects our costs. We focused on making the increases small and are working to make sure that we are offering the most time possible for open swim and other members programming.

**Why did you change the Master's program?** First of all, we are making adjustments based on the patterns we see in demand. Right now the AM sessions are very close to being overfilled, and while we don't want to cap the number of people who participate, we are approaching that number. We would like to encourage participation in the PM times and therefore are offering both times at one price. We feel it will simplify the program a bit and encourage participation at both times for one fair price.

**Why are locker prices changing?** The lockers in the new facility will be larger than the rental lockers in the current facility and the locker rooms will be brand new and modern. Locker prices now match the rate at the Recreation Center as well.

**Can I renew at my current rate?** Current members whose membership expire before May 1, 2016 have the option of renewing their memberships at current rates between now and Wednesday, November 25<sup>th</sup>. New pricing goes into effect December 1<sup>st</sup>, 2015.

**When will the new facility open?** The first day in the new facility will be Tuesday, January 19<sup>th</sup>. We will celebrate our Grand Opening the weekend of January 22-24<sup>th</sup>. More details to come soon!

**When will the current facility close?** The last day in the current facility will be Monday, January 18<sup>th</sup>. We will have holiday related closures through the end of 2015, please visit our website at [nau.edu/wac](http://nau.edu/wac) for specific dates and times.

**Is the Wall Aquatic Center still going to be open to the Public?** Yes, the same programs and services offered to the community now, will still be offered at the new facility.

**Define Lap Swim v.s. Open Swim.** Lap Swimming will differ from our general open swim in that it will only be offered to individuals with memberships and only Lap Swimming will be offered.

**Define Family membership eligibility.** Current Wall Aquatic Center members may bring members of their family- up to three total (ages 12 and younger) to the Wall Aquatic Center. Membership access to family members is limited to open swim hours during the weekends and University Holidays. The member must be present to supervise the children at all times. Children may use the Wall Aquatic Center equipment with the exception of the strength and cardio equipment.