

Updated FAQ Information

I am on an insurance-based membership plan (Silver Sneakers, Silver & Fit, Renew Active, Fitness Coach, etc.) Am I required to pay an additional fee to reserve a class?

No. If you are currently on an insurance program, you are not required to pay the \$2.50 fee to reserve space in a virtual class or \$5.00 for an on-site class or for use of the pool.

How do I reserve space in a class or to use the pool?

You will need a package in order to reserve space. Packages may be purchased in-person, over the phone or via our Self-service Portal. Insurance-based fitness plan members should contact the front desk for a special coupon code.

There are several ways to reserve space: (1) call the front desk at 360-293-0673 and they will assist you in acquiring a package plan required for reserving a space; (2) reserve on-line; or after we reopen on June 29, you may reserve in person. Reservations open June 25 @ 8:15 am. To reserve on-line, simply go to our web site and click on the self-service link (or you may enter <https://fpfc.ezfacility.com> into your browser). This will take you to the self-service portal and will direct you to register. To do so, enter first name, last name, email address, a user ID and password. A linkage will be sent to your registered email. Click on the link and set up the master file data. You will then be able to log into the self-service system (note: you need only register once. In subsequent sessions, only your user ID and password will be required. Once registered, you will have visibility of all available classes and the ability to reserve space and make payments via credit card. Additional information will be posted shortly to our web site. Note: phone lines will likely be busy throughout the morning on Thursday. Please be patient or feel free to go on-line.

I have an outstanding credit on my Combo Punch or Pass. Can I use this?

Yes. In some cases, it makes sense to do this; in others, it does not. Specifically, if you have a Punch card with unexpired punches, it makes no sense to use your punch (\$5.50 value) to pay for a \$2.50 virtual class or for a \$5.00 lap swim. Better to leave it frozen until we reopen under Phase 3. If you have a Combo Pass, however, and plan on lap swimming and/or attending onsite group fitness classes three or more times a week, it does make sense to reactivate the Pass. This is because the Pass value equates to \$12.79/week (i.e. \$55.00/month divided by 4.3 weeks). So, in reserving three lap swims per week at a total cost of \$15.00, purchasing through your Pass saves you money.

Is wearing a mask in the facility mandatory?

Yes, as of Friday June 26, wearing a mask indoors at a public facility is now mandatory per a state order issued on June 23 by the Governor's office. We will be enforcing this mandate moving forward.