

## Frequently Asked Questions

### **How do I reserve a pool, gym, or group fitness session?**

You will need a package to reserve a session. Packages may be purchased via our Self-service Portal, in-person, or over the phone. Insurance-based fitness plan members should contact Carla Bigelow or the front desk to set up your covered package.

- 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 if you are accessing the site for the first time. To register, click on the register button. Then enter first name, last name, email address, a user ID and password. A confirmation email will be sent to your registered email. Click on the embedded 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 visits to the Portal, only your user ID and password will be required to log in. Once logged in, use the menu on the left side of the page to buy packages, book sessions or look at your schedule of registered sessions.

- call the front desk at 360-293-0673 or come into the facility and our cashiers will assist you in acquiring a package plan required for reserving a space

### **I am on an insurance-based membership plan (Tivity Silver Sneakers, Tivity Prime, ASH Silver & Fit, Optum Renew Active). Am I required to pay an additional fee to reserve a class?**

- **Members who have a Tivity or ASH fitness benefit:** Tivity and ASH will only pay for onsite visits. Using the pool, the gym or attending a group fitness class is covered at no additional charge. If you would like to attend a virtual group fitness class, you will need to purchase a virtual fitness package.
- **Members who have Optum Renew Active:** Optum pays for both onsite and virtual fitness visits at no additional cost to the member.

### **How do I join a virtual group fitness class?**

Log in to the Self-service Portal and click on the My Schedule link on the menu. Select the class. The Zoom link is live within 10 minutes of the scheduled class start time. Click on the link and follow the prompts. Still not sure? Check out our How-to videos at [www.fidalgopool.com](http://www.fidalgopool.com).

### **Is wearing a mask in the facility mandatory?**

Yes, wearing a mask indoors at a public facility is now mandatory per a state order issued on June 23, 2020 and renewed January 5, 2021 by the Governor's office. We will continue to enforce this mandate.