

## Frequently Asked Questions

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

All sessions must be pre-paid. Monthly, quarterly, and annual passes must be purchased through the front desk. Single sessions may be purchased via our Self-service Portal or through the front desk. Insurance-based fitness plan members should contact Carla Bigelow to set up your covered access.

- 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). Log into the self-service system (Note: Let us know if you need an invitation to Self-service. We are happy to get you started.) 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. A how-to video is available on our website.
- Optionally, call the front desk at 360-293-0673 or come into the facility and our front desk staff will assist you in acquiring a plan required for reserving a session

### **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 10 minutes before to 10 minutes after 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?**

No, masking is currently optional per the Skagit County Department of Health (SCDoH) and the CDC. Please respect every patron's individual choice as to whether they mask or not. Thank you for staying home if you are sick. We will follow any future recommendations from the SCDoH.

### **Must I check in at the front desk every time I come to use the facility?**

Yes. We use check-ins to account for the number of individuals in the facility. It also allows us to make informed program decisions.