

## 24/7 FAQ

### Frequently Asked Questions

Tamarac Wellness Center is excited to announce the go live of 24/7 access for members! We have heard a lot of great questions come up and this will hopefully answer those for you.

#### **How do I get access to 24/7?**

Current members of Tamarac need to stop at the front desk to obtain their access card. A one-time \$20 activation fee is taken. Fees will be assessed for lost/stolen cards, or at time of reenrollment.

New members: A person must enroll as a member first and then can choose to pay the one-time fee for 24/7 setup.

#### **Will my membership dues change?**

No, membership dues will not change with this go live! Those that would like to enroll in the 24/7 option will pay a one-time activation fee to start access and obtain a card. No extra monthly fees will occur.

#### **Will the facility be staffed 24/7?**

Staffed hours of operation will not change. Once the facility “closes” for staffed hours, it will become our 24/7 model. Members that would like access to the 24/7 option, must sign up at the front desk.

#### **What happens to my favorite services? Pool, classes?**

All services will continue as normal during staffed hours. During 24/7 operations, the pool, hot tub, group exercise studio, cafe and other areas will not be accessible.

#### **Where are the entrances/exits for 24/7?**

Entrance and exit for 24/7 is located at the east door. Parking is available in the back parking lot.

#### **Are the locker rooms accessible?**

The family locker room will be available during 24/7 operations, but the men and women’s locker rooms will **NOT** be available.

#### **Are all ages allowed to use 24/7 access?**

Ages 17 and under may not have 24/7 access.

#### **Tamarac will be closing soon for staffed hours; can I finish my workout?**

If you are 18 years and older, you may stay in the facility after staff have closed the gates. You will need to leave through the East door. Please make sure that all your personal items are out of the locker room and that you have your car keys before the facility gates are locked.

