

POOL & FITNESS RESERVATIONS



- Reservations have pre-allocated time slots.
- Please adhere to your reservation times to help minimize interaction between those entering and leaving the facility.
- Each Reservation has a maximum capacity to ensure your safety.
- We are not offering drop in visits.
- Only customers with valid and active memberships are able to use our online reservation system.
- **Credits / refunds will not be issued for no shows.**
- All surfaces and equipment in our facility are disinfected on a regular scheduled basis as per our Facility COVID Safety plans.

POOL Reservations:

- Please reference the following link for the most up to date [Pool Schedule](#).

FITNESS Centre Reservations:

- Please reference the following link for the most up to date [Fitness Centre Schedule](#).

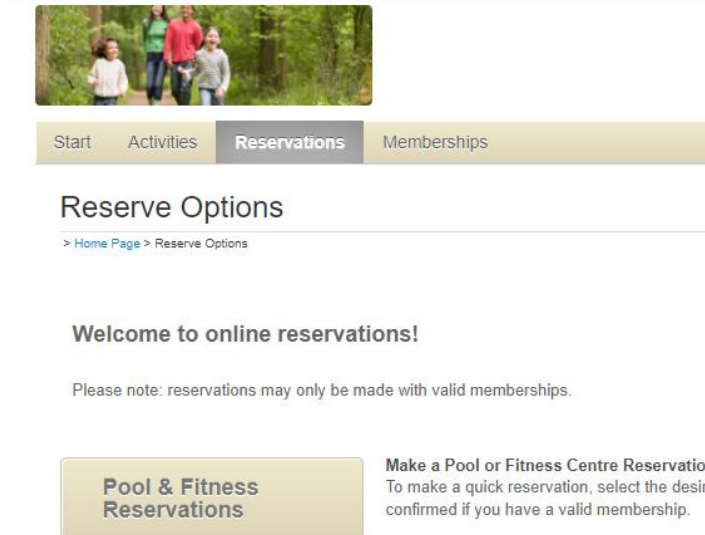
REMEMBER

If you have had a membership with us, you already have an account! Please do not create a duplicate account. Call us for technical support to reset your password at (250) 837- 9351 ext. 3

Ready to Get Started?

- Log in to [ACTIVEnet](#) to access your pool & fitness reservation options.
- If you have registered in a program or had a membership with us, you likely already have an account.
- Your login will be your email. To retrieve your password, click on the "**forgotten password**" link to access it.
- If you are a new user, you need to set up your account before registering. Just [follow this link](#), click on "Create New Account" and follow the instructions.
- We are available to assist you with any technical difficulties with online registration during our regular office hour at (250) 837 9351 ext. 3.
- If you need more information check out the following information.

Once you have your account set up, login and proceed to **Reservations**



MOBILE DEVICE TIP: When you are on the ACTIVE net mobile site, you will see "In the mobile site, unlisted modules are not supported" with a hyperlink to the full site. Clicking on the link will bring you to the supported application for mobile phones. You should now see the "Reservations" tab and reserve your spot.

Click on **"Pool & Fitness Reservations"** button – This will bring you to the selection page with descriptions of each activity. *Choose the Activity Type from the drop-down menu > choose the date, and time range you want > click "Check Availability"*

REMEMBER

You may book no more than 2 day in advance for all reservations. If you make a reservation and need to cancel it or change the date/time, please call us. If you don't show up and don't cancel your reservation, your pass will be scanned manually. Please be considerate of others and cancel if you are unable to attend.

When you **"Check Availability"** you will see the timeslots available.

- ✓ Choose your preferred time
- ✓ Enter number of guests



Number of guests for families: please enter the **exact number** of family members attending your reservation.

Family Definition:

2 Adults all dependents under the age of 18 living in the same household



Number of guests for individuals: you may **ONLY** enter 1 for your reservation. Individual memberships are non-transferrable and **MUST** only be used by the passholder.

After entering the guest(s) and choosing the time you prefer by selecting the check box that represent the starting time.

- Put your Initial in the designated waiver and prescreen boxes
- Click “Reserve”

NOTE: There is no need to click on **“Calculate Charges”**. There are no charges with a valid membership. If you are unable to reserve and get the error message your missing prerequisites your pass may be expired. You can renew your pass online or call us for technical support during hours of operation.

▼ Availability for Thu, Dec 31, 2020

Event Name:

[Hide Advance Booking Restrictions Info](#)

Name	Type	Number of Guests	Qty of Equipment	6:30am	7:30am	8:30am	9:30am	10:30am	11:30am	12pm	12:30pm	1pm	1:30pm
Fast Lap Lane 5/6 - Bookings cannot be made more than 2 day(s) in advance	Facility	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Lap Lane 3/4 - Bookings cannot be made more than 2 day(s) in advance	Facility	<input type="text" value="0"/>	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slow Lap Lane 1/2 - Bookings cannot be made more than 2 day(s) in advance	Facility	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Calculate Charges](#)

Please check any of the items you want included with your reservation request.

▼ Select Checklist Items

Agree to Waiver	Required	Description	Attachment
Initials: <input type="text"/>	Yes	Activity Informed Consent Assumption of Risk	Waiver with COVID - 19 Form
Initials: <input type="text"/>	Yes	Adult Prescreen Form	Adult Program Prescreen Form

[Reserve](#)

THAT'S IT!

If all requirements have been met, you should have reserved your timeslot for the pool/fitness centre.



Now that you are all booked.... please remember....

- Mask are now mandatory in all public spaces.
- You must arrive dressed and ready for your booking (swim or fitness) 5 minutes ahead of time.
- Changeroom access will be limited, but you will be able to change afterwards before leaving.
- **Lockers will not be available for use**; swimmers will be provided with a small basket and designated location on the pool deck for your belongings.
- Entrance to the pool deck will be through the viewing area doors and a one-way traffic flow will be enforced.
- Pool spectator area is closed.
- Children under 10yrs must be accompanied by a responsible caregiver 16+.
- Water fountains have been disabled so bring a water bottle if needed.
- Use Campbell Avenue doors to gain access to the facility.
- You will be required to check in at the front desk and scan your membership card when you arrive.