

Reservation Policy Changes

The following policy changes will go into effect on **Monday, October 7**

1. Change to Cancellation Policy: Members will be required to cancel their reservation at least two hours (2) prior to the start of the program. Cancellations should be done via email by sending a note to CancelCRC@orovalleyaz.gov, and will also be accepted over the phone (520-544-1900) and in person. Failure to notify staff prior to the two hour window will result in a strike. A member who obtains three strikes will result in a one-month suspension from making any facility reservations. This policy affects: group fitness classes, lap lane reservations, tennis and pickleball courts and Kidzone reservations.

2. Change to Non-member Reservation Policy: Non-members will no longer have the ability to register for a fitness class or reserve a lap lane in advance. Non-members can still partake in these activities; however, they will now need to check in at the desk prior to a program and if there is space, the staff will register them. Making this change will make online/early registration strictly a member benefit and will give members the first opportunity to register for facility programs. This policy currently exists with tennis/pickleball courts.