



## Frequently Asked Questions

### **Break Time Non-Resident Fee Policy & Registration FAQ**

**Q: What is the non-resident policy?**

**A:** The new policy establishes procedures for determining non-resident fees for Aquatics, Parks and Recreation programs, facilities and services. Due to increased fiscal demands for new and expanded services, coupled with demands from non-residents, this policy is necessary to maintain existing quality levels of service for Chandler residents. The City's Community Services Department is committed to offering residents a wide range of services and activities at the lowest overall cost. This new non-resident fee policy has been implemented by the Parks & Recreation Board to apportion to non-residents an equalized fee so they contribute to the funding of aquatics, parks and recreation programs, facilities and services on an equitable basis with residents that pay City taxes.

**Q: How is the non-resident fee determined?**

**A:** Non-resident fees are 25% higher than the resident rate and are then rounded up to the next dollar.

**Q: How will residents be verified so they don't pay the non-resident fee?**

**A:** A person is considered a resident by maintaining a residence or owning a business within the city limits of Chandler. Residency can be verified by staff based on one of the following forms of ID:

- *Picture ID with local address*
- *Current (within last month) water or utility bill*
- *Voter registration card*
- *Hunting/fishing license*
- *Current vehicle registration*
- *Business license and check imprinted with a Chandler address*

When customers register in person or use the drop-off method, a customer service representative will request a copy of one of these documents to confirm residency. For mail-in registration, customers will be reminded via the Break Time registration language and by future follow-up correspondence from staff to receive the proper form of ID. All copies of customer information received by staff will be shredded immediately following residency verification in the recreation registration software database.

### **TRC FAQ**

**Q: What are the hours of operation?**

**A:** Monday-Friday 5 a.m.-10 p.m.; Saturday 7 a.m.-8 p.m. and Sunday 10 a.m.-6:30 p.m.

**Q: What are the holiday hours of operation?**

**A:** The TRC is closed on the following City of Chandler observed holidays and special events:

***New Year's Day, Ostrich Festival (Friday-Sunday), Easter, Fourth of July, Thanksgiving and Christmas.***

The TRC is open on the following City of Chandler observed holidays:

***Martin Luther King Day, Presidents' Day, Memorial Day, Labor Day, Veterans' Day, Day After Thanksgiving***

**Q: What are the hours of operation for the Tree House childcare and what is the cost?**

A: The Tree House is open for parents to drop off their children Monday-Friday from 8 a.m.-noon and 4-8 p.m., and Saturday 8 a.m.-noon. It is included with all TRC annual family passes. The daily fee is \$2.50 per child for up to two hours. There is a 20-punch pass available for \$40 (expires within one year). There is also a monthly Tee House fee option of \$20 for monthly fitness pass holders that will expire at the same time as the fitness pass (an additional child monthly pass can be purchased for \$10). The parent must remain in the facility while the children are in the Tree House, and children have to be at least one year old.

**Q: Are children allowed to use the fitness area?**

A: Children under 13 are only allowed during family walk hours on the track, Monday-Friday 9:30-11:30 a.m., and Saturday, noon-3 p.m. All youth ages 13-17 need to complete a fitness orientation before being allowed to use the fitness floor equipment.

**Q: If I take a recreation class at the TRC, do I have to pay for a fitness center pass?**

A: No. You do not have to be a TRC pass holder to take any of the recreation classes found in the **Break Time** recreation magazine. However, you do have to be a pass holder to take our Group Exercise classes.

**Q: How much does it cost to use the TRC?**

A: The pass holder fees for the TRC are as follows:

**Daily Pass**

	<b>Resident / Non-Resident</b>
Child (1-7 yrs)	\$2/\$3
Youth (8-12 yrs)	\$2/\$3
Teens (13-19 yrs)	\$3/\$4
Adult (20-54 yrs)	\$4/\$5
Active Adult (55+)	\$3/\$4

**Monthly Pass**

Youth (8-12 yrs)	\$25/\$32
Teens (13-19 yrs)	\$30/\$38
Adult (20-54 yrs)	\$30/\$38
Active Adult (55+)	\$30/\$38
Two-Person (home)	\$45/\$57
Family	\$60/\$75

**Annual Pass**

	<b>Resident / Non-Resident</b>
Youth	\$200 / \$250
Teens	\$225 / \$282
Adult	\$300 / \$375
Active Adult	\$225 / \$282
2 Person	\$500 / \$625
Family	\$600 / \$750

**Punch Pass (10 Visits)**

	<b>Resident / Non-Resident</b>
Child (1-7 yrs)	\$18/\$23
Youth (8-12 yrs)	\$18/\$23
Teens (13-19 yrs)	\$27/\$34
Adult (20-54 yrs)	\$36/\$45
Active Adult (55+)	\$27/\$34

**Q: Can I pay for my fitness center pass on the Web?**

A: No, at this time passes can only be purchased at the guest services counter. Cash, MasterCard, VISA and American Express credit cards are accepted. Personal checks are not accepted.

**Q: What types of group exercise classes do you offer?**

A: The TRC offers a variety of quality exercises classes, including cycle, yoga, salsa, step, cardio sculpt, zumba, senior strength, pilates, bosu and cardio-band camp.

**Q: Do you have any food and beverage concessions?**

A: There are vending machines in the Tumbleweed Recreation Center seating area adjacent to the courtyard with sport drinks, soda, water, chips, candy, cookies and ice cream.

**Q: Are there any other things to do at the TRC besides fitness?**

A: Yes, there are a variety of other services. There is a computer lab networked with the Chandler Library, free Wi-Fi service, an adult lounge featuring DirectTV, pool table and courtesy phone. There is a unique youth and teen activity area with the Game Pod and Hay Loft rooms that feature Play Station video games, Dance Dance Revolution, Nintendo Wii game systems, foosball, air hockey, pop-a-shot and table tennis.

**Q: Are any of the services free?**

A: Yes, the adult lounge and the computer lab are always free. There are free times available for the Hay Loft and Game Pod. Please call 480-782-2900 for days and times.

**Q: Are there any restrictions for playing racquetball at the TRC?**

A: Black-soled shoes are not allowed when using the racquetball courts. Reservations are recommended 24-48 hours in advance due to the high demand. There is a one-hour time limit per guest. A parent or guardian must accompany players 8-12 years old. Teens 13 and older who have completed the fitness floor orientation may play without a parent or guardian.

**Q: Are there any personal trainers available?**

A: There are no personal trainers available in the fitness area, and outside trainers are not allowed. Fitness floor staff is available to show guests how to use all of the fitness equipment.

**Q: Do you have rooms available for rentals?**

A: Yes, we have rooms available for corporate meetings, wedding receptions, family gatherings, birthday parties or other special events. Call 480-782-2909 or review the additional information on this Web site.

**Q: Who do I contact if I have another question about the TRC?**

A: For any other questions about the Tumbleweed Recreation Center, please call our guest services counter at 480-782-2900 or e-mail us at [trc@chandleraz.gov](mailto:trc@chandleraz.gov).