

# Lentz Recreation Center

# Gym Program Modifications

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**Apr  
12**

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# COST OF PLAY AND FEES

## Membership ID Cards

A Membership ID Card is required for anyone wishing to access the facilities at the Lentz Recreation Center. The fees associated fees are as follows:

<b>Youth (Under 18)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00
<b>Adults (Ages 18 – 54)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$5.00
<b>Seniors (55 &amp; Over)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00
<b>Replacement Card (Lost or Stolen)</b>	\$5.00

## Open-Gym Fees

Open-gym fees are required for the following programs: Pickleball, Open-Gym Basketball, and Open-Gym Volleyball. Fees are per person, per program attendance. Fees must be paid to a Parks and Recreation Department staff person prior to participation in a program. At this time we are only able to accept cash payments at the Lentz Recreation Center. The open-gym program fees are as follows:

<b>Youth (Under 18)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00
<b>Adults (Ages 18 – 54)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00
<b>Seniors (55 &amp; Over)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00

\*Please note that the fee(s) highlighted in yellow are temporary. Once regular Recreation Center programming resumes, the fee(s) listed on the “[City of Lincoln Fee Schedule](#)” will take effect.

## Racquetball Court Fees

Fees are per person, per hour of play. There is not a fee associated with making a court reservation in advance. Fees must be paid to a Parks and Recreation Department staff person prior to entering the gym and racquetball court areas. If any players would like to stay for an additional time block (and that time

block is available), they must come up to the lobby front desk to notify a Parks and Recreation Department staff that they would like to stay for an additional time block and pay the applicable fees. At this time we are only able to accept cash payments at the Lentz Recreation Center. The racquetball court fees are as follows:

<b>Players (Ages 16 – 54)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00
<b>Seniors (55 &amp; Over)</b>	
City Limits Residents	\$0.00
Non-City Limits Residents	\$0.00

\*Please note that the fee(s) highlighted in yellow are temporary. Once regular Recreation Center programming resumes, the fee(s) listed on the “City of Lincoln **Fee Schedule**” will take effect.

# WALKING PROGRAM

**Mon – Fri | 9:00a – 11:00a**

## Program Information

Gym availability for the Walking Program will be provided on a first-come, first served basis – we are not currently accepting reservations for the Walking Program. If you wish to participate in the Walking Program, we suggest calling our office (704-735-2671) to check gym capacity level before you come to walk.

## Checking-In and Entering the Facility

All patrons are required to wear a mask at all times when in the Lentz Recreation Center (including the lobby area, gym area, and bathrooms). All patrons are required to have a City of Lincoln Parks and Recreation Membership ID. When entering the facility, if patrons already have an ID, they will be required to scan it in at the front desk of the Lentz Recreation Center. If patrons do not have IDs, then they will need to have one made for them at the Front Desk with a City of Lincoln Parks and Recreation Staff member. Once IDs are checked in, patrons will have to have their temperature taken before entering the gym area. Once temperature is approved (less than 100.4<sup>oF</sup>), patron may enter the gym area.

## While Walking

Patrons must remain 6 feet apart in the gym area when walking at all times. Patrons will be required to wear masks at all times, including while walking.<sup>1</sup> No one will be allowed to congregate during this time while in the facility. A maximum of 18 patrons at a time will be allowed into the facility for the Walking Program on a first come, first serve basis. Once we have reached our maximum of 18 patrons, no one else will be allowed to enter, unless someone from that group of 18 has left the building.

## End of Walking and Exiting the Facility

All those participating in the walking program will be required to exit the Lentz Recreation Center at 11:00am. The facility will need to be sanitized before the next activity can begin.

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<sup>1</sup> Exceptions to this requirement may be made if a patron has a signed note from a licensed medical professional (MD, DO, NP, PA) stating that the patron cannot wear a mask because of an existing health condition.

# PICKLEBALL PROGRAM

**Mon – Fri | 11:15a – 2:45p**

**Mon Evenings | 5:30p – 9:00p**

The following policies and procedures for the pickleball program have been put in place to protect the health and safety of all Lentz Recreation Center patrons and Lincolnton Parks and Recreation staff. Anyone participating in the pickleball program must adhere to these policies and procedures. Failure to do so could result in consequences, which will be determined on a case-by-case basis.

## Program Information

Gym availability for the Pickleball Program will be provided on a first-come, first served basis – we are not currently accepting reservations for the Pickleball Program. A maximum of 18 patrons will be allowed in the facility during this time. Patrons will not be able to call ahead to reserve a spot. Once we have reached our maximum of 18 patrons for the day, no one else will be allowed to enter for the day. If a patron checks in, then leaves the gym, they may not reenter for the day. Only 3 courts will be allowed during play at this time. If you wish to participate in the Pickleball Program, we suggest calling our office (704-735-2671) to check gym capacity level before you come to play.

## Checking-In and Entering the Facility

All patrons are required to wear a mask at all times while inside the Lentz Recreation Center, which includes the lobby area, gym area, locker rooms, etc. All patrons are required to have a City of Lincolnton Parks and Recreation Membership ID. When entering the facility, if patrons already have an ID, they will be required to scan it in at the front desk of the Lentz Recreation Center. If patrons do not have IDs, then they will need to have one made for them at the Front Desk with a City of Lincolnton Parks and Recreation Staff member. Once IDs are checked in, patrons will have to have their temperature taken before entering the gym area. Once temperature is approved (less than 100.4<sup>oF</sup>), patrons may enter the gym area.

## While Playing Pickleball

Masks/cloth face coverings are required to be properly worn at all times by each patron in the Lentz Recreation Center.<sup>2</sup> When possible, players must remain at least six feet apart in the gym area (this does not include active game play). For pickleball, players must supply their own paddles – a maximum of 12 pre-sanitized balls will be supplied during this time, if needed. Additionally, we suggest that players bring their own bottle(s) of water (the water fountain is available for bottle refill ONLY). Socially-distanced chairs will be provided for players to rest and keep their belongings at – please do NOT move these chairs. We also ask that players do not touch or move the net if at all possible – we do understand that there are certain situations where moving/touching the net is necessary (possible examples: when the bottom of the net is

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<sup>2</sup> Exceptions to this requirement may be made if a patron has a signed note from a licensed medical professional (MD, DO, NP, PA) stating that the patron cannot wear a mask because of an existing health condition.

moved to the wrong side and becomes bunched; if someone accidentally hit the net, causing it to move the net off of the center line;).

There are three courts available during pickleball play. A maximum of 18 total players are allowed to be in the Recreation Center during this time. Players are not required to keep the same doubles partner during this time.

## **End of Play and Exiting the Facility**

Playing ends at the conclusion of the time period – **NO EXCEPTIONS**. If a game is unfinished, or if there is a delay in playing time for any reason, additional time will **NOT** be provided.

At the conclusion of the time period, **ALL** players must **IMMEDIATELY** exit the facility. Sanitization of the facility will begin once the last player has exited the building. To ensure that the next program will be able to begin on time, players are not allowed to gather or wait inside of the facility, for any reason, once the time period has ended (this includes the gym, locker rooms/restrooms, lobby area, office area, etc.). If you need to use the locker rooms or restrooms before leaving, you should do so **BEFORE** the end of the time block. While leaving, we ask that any balls supplied by Lincolnnton Parks and Recreation be returned in the box labeled “USED BALLS”.



# OPEN-GYM BASKETBALL

**Mon – Fri | 3:00p – 5:00p**

**Wed Evenings | 5:30p – 9:00p**

**Sat | 2:00p – 5:00p**

The following policies and procedures for Open-Gym Basketball have been put in place to protect the health and safety of all Lentz Recreation Center patrons and Lincoln Parks and Recreation staff. Anyone participating in Open-Gym Basketball must adhere to these policies and procedures. Failure to do so could result in consequences, which will be determined on a case-by-case basis.

## Program Information

Gym availability for Open-Gym Basketball will be provided on a first-come, first served basis – we are not currently accepting reservations for Open-Gym Basketball. A maximum of 18 patrons will be allowed in the facility during this time. Patrons will not be able to call ahead to reserve a spot. Once we have reached our maximum of 18 patrons for the day, no one else will be allowed to enter for the day. If a patron checks in, then leaves the gym, they may not reenter for the program time block. All goals will be available during play at this time. If you wish to participate in the Basketball Program, we suggest calling our office (704-735-2671) to check gym capacity level before you come to play.

## Checking-In and Entering the Facility

All patrons are required to wear a mask at all times when in the Lentz Recreation Center (including the lobby area, gym area, and bathrooms). All patrons are required to have a City of Lincoln Parks and Recreation Membership ID. When entering the facility, if patrons already have an ID, they will be required to scan it in at the front desk of the Lentz Recreation Center. If patrons do not have IDs, then they will need to have one made for them at the Front Desk with a City of Lincoln Parks and Recreation Staff member. Once IDs are checked in, patrons will have to have their temperature taken before entering the gym area. Once temperature is approved (less than 100.4<sup>oF</sup>), patron may enter the gym area.

## While Playing Basketball

Masks must be worn at all times.<sup>3</sup> All players must remain 6 feet apart from each other, when possible. Players will be allowed to play or shoot during this time. If playing a game, the game must be played on one goal only, meaning no full court games. Games are only allowed to be played on main goals in middle. The side goals are for shooting only.

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<sup>3</sup> Exceptions to this requirement may be made if a patron has a signed note from a licensed medical professional (MD, DO, NP, PA) stating that the patron cannot wear a mask because of an existing health condition.

## **End of Play and Exiting the Facility**

Playing ends at the conclusion of the time period – **NO EXCEPTIONS**. If a game is unfinished, or if there is a delay in playing time for any reason, additional time will **NOT** be provided.

At the conclusion of the time period, **ALL** players must **IMMEDIATELY** exit the facility. Sanitization of the facility will begin once the last player has exited the building. Players are not allowed to gather or wait inside of the facility, for any reason, once the time period has ended (this includes the gym, locker rooms/restrooms, lobby area, office area, etc.). If you need to use the locker rooms or restrooms before leaving, you should do so **BEFORE** the end of the time block. While leaving, we ask that any balls supplied by Lincolnton Parks and Recreation be returned to a staff member.

# OPEN-GYM VOLLEYBALL

**Thu Evenings | 5:30p – 9:00p**

The following policies and procedures for Open-Gym Volleyball have been put in place to protect the health and safety of all Lentz Recreation Center patrons and Lincolnton Parks and Recreation staff. Anyone using the Lentz Recreation Center must adhere to these policies and procedures. Failure to do so could result in consequences, which will be determined on a case-by-case basis.

## Program Information

There will be only 1 volleyball net available for play for this program. Gym availability for Open-Gym Volleyball will be provided on a first-come, first served basis – we are not currently accepting reservations for Open-Gym Volleyball. A maximum of 18 patrons will be allowed in the facility during this time. Players may come as individuals ONLY – NO pre-formed teams allowed. Players will not be able to call ahead to reserve a spot. NO SPECTATORS ALLOWED – Only players waiting for the next game are allowed to sit on the sidelines. Once we have reached our maximum of 18 patrons for the program time block, no one else will be allowed to enter for that time block. If a patron checks-in, then leaves the gym, they may not reenter for the duration of that program time block. If you wish to participate in the Volleyball Program, we suggest calling our office (704-735-2671) to check the gym capacity level before you come to play.

## Checking-In and Entering the Facility

All patrons are required to wear a mask at all times when in the Lentz Recreation Center (including the lobby area, gym area, and bathrooms). All patrons are required to have a City of Lincolnton Parks and Recreation Membership ID. When entering the facility, if patrons already have an ID, they will be required to scan it in at the front desk of the Lentz Recreation Center. If patrons do not have IDs, then they will need to have one made for them at the Front Desk with a City of Lincolnton Parks and Recreation Staff member. Once IDs are checked in, patrons will have to have their temperature taken before entering the gym area. Once temperature is approved (less than 100.4<sup>oF</sup>), patron may enter the gym area.

## While Playing Volleyball

Masks must be worn at all times.<sup>4</sup> All players must remain 6 feet apart from each other, when possible. Games will be played between 2 teams of 6 players each. A bench of up to 3 players is allowed for each team. Before a game begins, players should sign-up to play with a team. Switching players to different teams is allowed between games.

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<sup>4</sup> Exceptions to this requirement may be made if a patron has a signed note from a licensed medical professional (MD, DO, NP, PA) stating that the patron cannot wear a mask because of an existing health condition.

## **End of Play and Exiting the Facility**

Playing ends at the conclusion of the time period – **NO EXCEPTIONS**. If a game is unfinished, or if there is a delay in playing time for any reason, additional time will **NOT** be provided.

At the conclusion of the time period, **ALL** players must **IMMEDIATELY** exit the facility. Sanitization of the facility will begin once the last player has exited the building. Players are not allowed to gather or wait inside of the facility, for any reason, once the time period has ended (this includes the gym, locker rooms/restrooms, lobby area, office area, etc.). If you need to use the locker rooms or restrooms before leaving, you should do so **BEFORE** the end of the time block. While leaving, we ask that any balls supplied by Lincolnton Parks and Recreation be returned to a staff member.

# RACQUETBALL COURTS

**Mon – Fri | 9:00a – 5:00p**

**Mon, Wed, Thu Evenings | 5:30p – 9:00p**

**Sat | 2:00p – 5:00p**

The following policies and procedures for our Racquetball Courts and game play have been put in place to protect the health and safety of all Lentz Recreation Center patrons and Lincoln Park and Recreation staff. Anyone using the Racquetball Courts must adhere to these policies and procedures. Failure to do so could result in consequences, which will be determined on a case-by-case basis.

## Program Information

Court availability will be provided by reservation and on a first-come, first served basis. Information on court reservations can be found in the next section. A maximum of 2 patrons will be allowed to use each racquetball court during this time – play will be for singles-style only. Only 4 patrons are allowed to be in the racquetball area (includes both courts and the hallway/waiting area) at a time. Children under the age of 16 must be accompanied by an adult.

## Court Reservations

Although walk-ins are welcome, we suggest making a reservation to ensure that a court is available at your desired playing time. Court reservations are available online and by phone. At this time, we are opening both courts – Court A and Court B. The court to the left is Court A and the court to the right is Court B. Before completing your reservation, please make sure you are reserving the correct court.

Court reservations are made for 1 hour time blocks, with a maximum reservation time of 2 hours per day, per person. Time blocks start at the top of each hour. We will not accept partial time block court reservations for any reason or at any time. This means that a time block must be reserved in full, and players must check-in during the reserved time block. Additional court time will not be provided due to late check-ins for any reason – NO EXCEPTIONS.

**Players will NOT be allowed inside of the Lentz Recreation Center unless it is during their reserved time block or they are currently participating in another gym program.**

Court reservations can only be made for 1 pair of 2 players, for 1 court. While completing the pair's reservation, the first and last name of the second player must be given – the person making the reservation should not be listed in the "Guest" prompt. Both players do not need to make separate court reservations. A single reservation cannot be made for 4 players. If you wish to bring a group of 4 people to play, then 2 separate court reservations will need to be made with 2 players per reservation. We will not accept court reservations for individuals or incomplete pairs. Court reservations can be made a maximum of seven days in advance.

Any and all changes to or cancellations of a court reservation must be verbally communicated to, updated by, and confirmed by a Parks and Recreation Department staff member before the pair's court reservation check-in that day. This means that any team member changes or substitutions must be made BEFORE the

pair's court reservation check-in that day. If one player will not be able to make the reservation, and the other player would like to replace them with someone else, the following restrictions apply:

- The original player listed on the reservation, who will no longer be playing during the court reservation, must themselves communicate to a Parks and Recreation staff member that they are willingly allowing the other player to remove them from the reservation and replace them with a substitute player – this must be done before Parks and Recreation staff can make any changes to the reservation.
- The original player will not be allowed to rejoin the court players during the altered reservation once changes to the players have been made.

If the players do not arrive and check-in during their reservation time, without prior notice (before the court reservation begins), then each of the players will forfeit any court reservations they are a part of (whether playing with the same pair or a different player) for the seven days following the missed reservation. Additionally, any group or individual player that regularly/frequently ends game play early (less than 30 minutes from the start of the reserved time) – leaving the reserved court empty or a court with only 1 player – could also be required to forfeit any court reservations for the seven days following the most recent incident of early dismissal.

To reserve a court, please follow the steps for one of the reservation methods below:

## Online

(For reservations made in advance only)

1. If you have already created an account on the Lincoln Parks and Recreation Department CivicRec page (also called a Rec1 User Account), then please skip to Step 2. If you have not created a CivicRec or Rec1 User Account, please follow these steps:
  - a. Visit this website: [secure.rec1.com/NC/lincolnton-nc/](https://secure.rec1.com/NC/lincolnton-nc/)
  - b. If you are using a laptop or desktop computer, click on “**Login/Create Account**” in the upper left corner, then select “**Create Your LINC-PRD Account**”. If you are using a cellphone or tablet, click “**Account**” in the top right corner of the screen, then select “**Sign Up**” in the top right corner of the screen.
  - c. Complete the free account form with your name, date of birth, phone number, email address, street address, and set your username and password. If you list a mobile phone number on your account, please select the mobile carrier (ex. AT&T, Verizon Wireless, etc.) for that phone number – this is required for us to be able to send SMS alerts to that number for any last-minute facility closures or event cancellations.
  - d. Add all members of your household/family to your account, including their name, gender, and birthdate (you can change their contact information if it is different from yours at a later point in the account set-up). This is mostly useful if you ever plan to sign-up someone in your household for our youth sports leagues. We suggest that households with multiple adults, and without children, set-up separate accounts for each adult.
    - i. If using a laptop or desktop computer, click “**Next Step: Other Account Members**”. Then click on the “**Add Account Member**” button and put in the information for each member of your household. Once you have added everyone, click on “**Save & Close**”.
    - ii. If using a cellphone or tablet, tap “**Create Account**” at the bottom of the page after you have filled in all required fields for your information. If you are taken back to the account sign-in page, put in the username/email address and password you just submitted. At this point you will be taken back to the main Catalog page. Click “**Account**” in the top right corner of the screen. Scroll to the bottom of the page

and tap the “**Add**” icon (green circle with a white +) next to “**Account Members**”. Then put in the name, gender, and date of birth of the account member you are adding. If this person’s contact information (phone number, email address, or primary residence) is different from your own, uncheck the box beside of “**Apply Contact Changes To Other Household Members**”, then put in the person’s contact information. Once complete, scroll to the bottom of the screen and tap “**Create Account**”. Repeat this step for all members of your household/family you would like to keep under your account.

- e. Once you have completed the account set-up, and added all additional account members to your account, move on to Step 2.
2. Go to the Lincoln Parks and Recreation Department CivicRec/Rec1 page and log-in to your account if you have not already done so. Navigate to the Catalog page and click on the “**All Facility Rentals**” tab, then click on “**Lentz Recreation Center**”.

**OR** put in this URL:

<https://secure.rec1.com/NC/lincolnton-nc/catalog?filter=bG9jYXRpb25bMjY3NjddPTE=>

**OR** scan the QR code:



3. Find the racquetball court you want to reserve – the courts are labeled “**Racquetball | Court A**” and “**Racquetball | Court B**”. Then click on the one you want to reserve.
4. Review the facility description, if applicable.
5. Under “**Select Date**”, choose the day you want to make the reservation for (reservations can be made a maximum of seven days in advance).
6. Then, under “**Select Time**” select one of the available time blocks you would like to make the reservation for. Please note that you will only be allowed to select a start time and end time with a total reservation time of 1 hour or 2 hours. If you try to select a start time and end time that is greater than 2 hours or less than 1 hour, you will receive an error message and will be required to make the correction before you proceed. Once you have selected an available reservation date and time, click “**Add to Cart**”, which will take you to the Checkout page.
7. On the Checkout page, review your reservation details. If the reservation information is correct, click “**Checkout**”. You will then be taken to the Prompts page, where you will be required to select the mobile carrier (ex. AT&T, Verizon Wireless, etc.) for the mobile phone number you provided during your account creation – this is so we can send SMS alerts to account holders for any last-minute facility closures or event cancellations. Next, you will be required to list the first and last name of the other person that will be playing on the court with you during this reservation. You should provide the first and last name of only 1 person. Once you have completed this, click “**Submit Responses**”.
8. At this point the Waivers page will pull up, and you will be required to agree to any applicable waivers. Please note that when you are agreeing to the waivers, you are agreeing on behalf of yourself and your reservation team members – before signing, you must share a copy of any waivers you are agreeing to with the person you are playing with and get their consent to do so. At check-in, a Parks and Recreation staff member will check with all player to ensure that they have agreed to any waivers signed for the reservation. To agree to the waivers, check the box next to “**I agree...**” at the bottom of the page. You will need to use either your finger or the mouse to sign your name on the

signature line. Once you have signed your name, (if using a laptop or desktop you will need to click “Save” first) click “**Confirm Waiver Agreement**”.

9. You will then be taken to the Payment page. If you ONLY have a court reservation in your cart at checkout, you should not be required to put in any payment information, and you will not be required to make any payment on this page. Next to “**Total Charges**” there should be “**\$0.00**”, and next to “**Net Charges**” there should be “**\$0.00**”. If this is the case, do NOT put in your credit card information or you will be charged the \$2.75 credit card convenience fee. However, if you have other items in your cart, such as a youth sports league registration or a non-resident Membership ID fee, you will be required to pay for those other items. After reviewing the Payment page, click “**Review Transaction**”.
10. By clicking “**Review Transaction**” you will be brought to the Review & Confirm page. If all the information is correct, then click “**Complete Transaction**”.
11. At this point the Receipt page will pull up – meaning you have successfully submitted your court reservation for Parks and Recreation staff approval. A copy of your receipt will automatically be sent to your email. If you do not receive an email with your receipt within 30 minutes, please call the Parks and Recreation office at (704)735-2671.
12. After Parks and Recreation staff receives your court reservation submission (it is emailed to multiple staff members at the same time your receipt is emailed to you), it will undergo the approval process and you will be notified if the reservation was approved or denied. If your reservation is denied, you will be provided with an explanation for this decision. Please note that court reservation submissions will be reviewed in the order that they are received. If you do not received a confirmation notification from a Parks and Recreation staff member or our CivicRec/Rec1 system (the system emails are sent from “Lincolnton Parks & Recreation” by the email address “noreply@rec1.com”), or would just like to check the approval status of your court reservation, please call the Parks and Recreation Department office during regular office hours.

## **Call-In/Telephone**

(For reservations made in advance only)

If you would like to call the Parks and Recreation Department office to make a court reservation, you must do so during Recreation Center programming hours<sup>5</sup>:

- Monday, Wednesday, & Thursday | 9:00am – 8:45pm
- Tuesday & Friday | 9:00am – 4:45pm
- Saturday | 2:00pm – 4:45pm

You can call to reserve a court no more than 7 days in advance. Reservations will not be made through voicemails left on the office phone.

To call-in and make a reservation by telephone, you will need to call the Parks and Recreation Department (704-735-2671) during regular office hours. Once a staff member answers the phone, tell them you are calling to make a racquetball court reservation. The staff member will ask for your name to see if you have created a CivicRec/Rec1 User Account, or if one has been previously made for you by the Parks and Recreation Department. If you do not have an existing account, the staff member will set-up your account for you over the phone, so that they can make the court reservation for you. If you do have an existing account, the staff member may ask questions to verify and update your contact information. Once your User Account has been created/updated/verified, the staff member will put your court reservation into our system. During this process, any required waivers or agreements will be emailed to you or will be made available for you to sign/confirm during your check-in period. Please note that when you are agreeing to the waivers, you are agreeing on behalf of yourself and any other players listed on your court reservation –

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<sup>5</sup> Hours are tentative and subject to change without prior notice.



before signing, you must share a copy of any waivers you are agreeing to with any other players listed on your court reservation and get their consent to do so. At check-in, a Parks and Recreation staff member will check with all players to ensure that they have agreed to any waivers signed for the reservation. Once a staff member has completed your court reservation, your receipt will be emailed to you through our CivicRec/Rec1 system (the system emails are sent from “Lincolnton Parks & Recreation” by the email address “noreply@rec1.com”). If you do not receive an email with your receipt within 30 minutes of ending the phone call with the staff member, please call the Parks and Recreation office at (704)735-2671. Court reservations submitted by this method will not undergo an approval process, because a staff member will have already approved the court reservation during the process of putting the reservation into our system.

## Checking-In and Entering the Facility

All patrons are required to wear a mask at all times when in the Lentz Recreation Center (including the lobby area, gym area, and bathrooms). All patrons are required to have a City of Lincolnton Parks and Recreation Membership ID. When entering the facility, if patrons already have an ID, they will be required to scan it in at the front desk of the Lentz Recreation Center. If patrons do not have IDs, then they will need to have one made for them at the Front Desk with a City of Lincolnton Parks and Recreation Staff member. Once IDs are checked in, patrons will have to have their temperature taken before entering the gym area. Once temperature is approved (less than 100.4<sup>oF</sup>), patron may enter the gym area.

## While Playing Racquetball

Masks/cloth face coverings are required to be properly worn at all times by each patron in the Lentz Recreation Center.<sup>6</sup> When possible, players must remain at least six feet apart (this does not include active game play). For racquetball, players must supply their own racquets, balls, and safety goggles/glasses. Additionally, we suggest that players bring their own bottle(s) of water (the water fountain is available for bottle refill ONLY). Socially-distanced chairs will be provided for players to rest and keep their belongings at – please do NOT move these chairs.

There are two courts available for racquetball play. A maximum of 4 total players are allowed to be in the racquetball areas (includes both courts and waiting areas) during this time. Only 2 players are allowed to be in a racquetball court at a time. Play is SINGLES-STYLE ONLY – playing doubles is not allowed during this time. Players are not required to keep the same singles partner during play.

## End of Play and Exiting the Facility

Playing ends at the conclusion of the time period – **NO EXCEPTIONS**. If a game is unfinished, or if there is a delay in playing time for any reason, additional time will NOT be provided.

At the conclusion of the time period, ALL players must IMMEDIATELY exit the facility. Sanitization of the facility will begin once the last player has exited the building. Players are not allowed to gather or wait inside of the facility, for any reason, once the time period has ended (this includes the gym, locker rooms/restrooms, lobby area, office area, etc.). If you need to use the locker rooms or restrooms before

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<sup>6</sup> Exceptions to this requirement may be made if a patron has a signed note from a licensed medical professional (MD, DO, NP, PA) stating that the patron cannot wear a mask because of an existing health condition.

leaving, you should do so BEFORE the end of the time block. While leaving, we ask that any equipment supplied by Lincolnton Parks and Recreation be returned to a staff member.

# CREATING AN ACCOUNT

## Creating a CivicRec or Rec1 Account

If you have not created a CivicRec or Rec1 User Account, please follow these steps:

13. Visit this website: [secure.rec1.com/NC/lincolnton-nc/](https://secure.rec1.com/NC/lincolnton-nc/)
14. If you are using a laptop or desktop computer, click on “**Login/Create Account**” in the upper left corner, then select “**Create Your LINC-PRD Account**”. If you are using a cellphone or tablet, click “**Account**” in the top right corner of the screen, then select “**Sign Up**” in the top right corner of the screen.
15. Complete the free account form with your name, date of birth, phone number, email address, street address, and set your username and password.
16. Add all members of your household/family to your account, including their name, gender, and birthdate (you can change their contact information if it is different from yours at a later point in the account set-up). This is most useful if you ever plan to sign-up someone in your household for our youth sports leagues, but it can also be beneficial for households with multiple adults.
  - a. If using a laptop or desktop computer, click “**Next Step: Other Account Members**”. Then click on the “**Add Account Member**” button and put in the information for each member of your household. Once you have added everyone, click on “**Save & Close**”.
  - b. If using a cellphone or tablet, tap “**Create Account**” at the bottom of the page after you have filled in all required fields for your information. If you are taken back to the account sign-in page, put in the username/email address and password you just submitted. At this point you will be taken back to the main Catalog page. Click “**Account**” in the top right corner of the screen. Scroll to the bottom of the page and tap the “**Add**” icon (green circle with a white +) next to “**Account Members**”. Then put in the name, gender, and date of birth of the account member you are adding. If this person’s contact information (phone number, email address, or primary residence) is different from your own, uncheck the box beside of “**Apply Contact Changes To Other Household Members**”, then put in the person’s contact information. Once complete, scroll to the bottom of the screen and tap “**Create Account**”. Repeat this step for all members of your household/family you would like to keep under your account.