

# Campus Recreation FAQ's

## General

### When is Campus Recreation reopening?

- The CDC and State Orders will guide this decision and Campus Recreation will continue to work closely with university administration to determine the best time to safely reopen the facility. Currently, we do not have an official reopen date for our facilities. We update our [homepage](#) with the most to date information daily.

### How is Campus Recreation handling refund requests?

- Refunds requests are being broken down into two separate categories, programs (outdoor trips, intramural sports, personal training, etc.) and memberships.
  - *Programs* – All programs through campus recreation have been cancelled through June 2020. Registered participants of canceled offerings are being contacted by Campus Recreation with options.
  - *Memberships* – Campus Recreation will be adjusting membership periods to accommodate any time lost due to facility closures. Members are encouraged to reach out to [memberservices@nau.edu](mailto:memberservices@nau.edu) to discuss options for managing their memberships.

### How long do refunds take to process?

- Our process traditionally takes up to 15 business days depending on the request. With a higher volume of requests coming in, requesters should anticipate delays. We are however working diligently to process these requests quickly and expediting the process. Refund requests will be effective on the date of request.

### What is Campus Recreation doing during the closure?

- Although this downtime was unexpected, we have started our summer projects earlier than our annual schedule, while also focusing on new program development for the next academic year. Projects includes:
  - Sanitizing equipment and hard surfaces at the Aquatic and Recreation Centers
  - Equipment maintenance.
  - Draining of the competition pool at the Aquatic Center. This will minimize any disruption of services over the summer.
  - Campus Recreation is now offering new programming such as [Esports](#) through Intramural Sports and [virtual fitness](#) through Fitness & Wellness programs.
  - Our administrative team has been hard at work preparing for the reopening of our facilities and planning for the fall semester.

### Can I still reserve Campus Recreation spaces?

- Yes. Contact [reservetherec@nau.edu](mailto:reservetherec@nau.edu) to reserve spaces for the summer months. This includes our field spaces, recreation center, aquatic center and challenge course. Reservation events are expected to begin July 1<sup>st</sup> providing the CDC and State guidelines will allow.

### **Is Campus Recreation checking out equipment to members?**

- We understand why many are asking if they can borrow equipment from our facilities. However, we are unable to provide equipment for home use due to safety concerns. If you're interested in at home workouts, please view our [virtual fitness](#) options that include many at home options.
- For those interested in checking out outdoor equipment, our co-op rental program will be closed until the Recreation Center reopens. More information on this program can be found on our [website](#).

### **Is Campus Recreation hiring?**

- Yes! Every semester we're looking for students to join our team and this summer/fall will be no different. Join our team in positions all across campus recreation by viewing our postings listed on [Handshake](#).

### **How do I stay involved with Campus Recreation?**

- While the facilities have been closed we've been busy developing virtual offerings for our members.
  - If you're looking for exercise ideas and alternatives. Check out our text, zoom and YouTube [offerings](#).
  - Intramural Sports is now offering [Esports](#). Challenge your friends no matter where you are to see who the true champion is.

### **What should I do during this time?**

- Self-care for your health and wellness are important in times like these. Check out these ways to stay active:
  - Get outside and go for a hike! Check out some of Flagstaff's [best trails](#).
  - Feeling alone? Schedule dinner or a call with a friend over face time!
  - In times like these, grab a book and catch up on those [must reads](#). Did you know that many libraries across the country rent out [Ebooks and audiobooks](#) if you have a library card?
  - Bored? Play a game! Here's some top [video games](#) to play while you're practicing social distancing.
  - Not a video game fan? Here's some [analog versions](#).
  - Set aside time for guided meditation, listen to music or complete a puzzle.
  - Tap into your creative side and host a virtual dance party or sing-along, plant flowers, a garden, or take on a home improvement project.
- No matter what you decide to do, please remember to practice physical distancing and current CDC [guidelines](#) to help us slow the spread.

## Facilities

### Is the Lumberjack Stadium (outdoor track) open?

- Not currently, once the Recreation Center reopens, the stadium will be available for member use during specified times which are set by Athletics.

### Is the Tennis Center open during this time?

- At this time, the Tennis Center is closed. Please contact the Tennis Center at [nautennis@nau.edu](mailto:nautennis@nau.edu) or 928-523-1660 for more information.

### Are outdoor facilities open?

- Yes, outdoor facilities are open from dawn till dusk. We encourage you to use these spaces and request you follow physical distancing practices (6 ft) while recreating and please practice the no pet policy. Our facilities include:
  - South Field Complex
  - Observatory Fields
  - ATC Field
  - Disc Golf Course

### Can I bring my pet to the fields?

- While our outdoor facilities may seem like a great place to exercise and play with your pet, we respectfully request you help protect the fields and **DO NOT** bring pets to our fields.

### Are lights available at the south fields?

- No. Facilities are open from dawn till dusk and will not have lighting available.

### Are restrooms available at the south fields?

- Restrooms currently are not available at the south fields. These facilities will reopen when Campus Recreation indoor facilities are allowed to provide public access.

### If I have a concern about the outdoor facilities, how should I communicate with Campus Recreation?

- If you have any questions or would like to report a maintenance issue at the outdoor facilities, please email [memberservices@nau.edu](mailto:memberservices@nau.edu). We are monitoring this email account regularly and will make sure concerns or issues are taken care of.

## Memberships and Lockers

### What should members who have items in their lockers do?

- Any members with contents in their locker should contact [memberservices@nau.edu](mailto:memberservices@nau.edu) to schedule a content pickup. You are required to produce photo identification to collect your contents. If you would like someone else to pick up your items, please indicate that in your message to our Member Services Coordinator.
- If your locker is expiring during the closure, don't worry. We won't be cleaning out lockers until we reopen. If you have questions about when your locker expires, feel free to contact the email listed above.

### Will the annual payroll deduction membership drive still be taking place over the Summer?

- Yes. We're currently on track to begin our annual payroll deduction drive. In the event this changes, we'll be updating our [homepage](#).

### How are payroll deduction (PD) memberships being processed during this time?

- We have temporarily paused our payroll deductions through HR. Once the facility reopens, our member services coordinator will be contact PD members to communicate any changes.

### Questions about the student membership?

- The "Health and Recreation" fee funds Campus Recreation facilities, Health Services, SUN Entertainment and many more services across campus. Many of these services are still available in person and those that are not have created virtual opportunities. Ever wonder "[what do these fees do?](#)" if so, click the link to find out. Any specific inquiries regarding these fees are asked to contact [Student.Affairs@nau.edu](mailto:Student.Affairs@nau.edu).

## Intramural Sports

### What kind of intramurals are being offering during this time?

- IM sports is proud to announce our [Esports leagues](#) for those who are looking to keep up the competitive streak during these facility closures. We're also looking at additional remote programming to keep folks active! Additional information on programming can be found via our [homepage](#) or the [Intramural Sport](#) website.

### Will there be summer intramural opportunities?

- At this time we are exploring new summer intramural opportunities in recognition for safe participation. Once we have our schedule created, we'll be updating our [intramural sport](#) website.

## Summer Programming

### Will the summer kids camp still be running?

- Current plans include offering an adapted program offering based on current environment and recognition for safe participation. This date is tentative as we're working with the university to ensure the safety of all our participants. Once we've solidified a date, we'll be opening up registration for the camp. We'll be updating our [homepage](#) as more information becomes available.

### Will the Aquatic Center still be hosting swim lessons?

- Current plans include offering an adapted program offering based on current environment and recognition for safe participation. This date is tentative as we're working with the university to ensure the safety of all our participants. Once we've solidified a date, we'll be opening registration for courses. We'll be updating our [homepage](#) as more information becomes available.

## Outdoor Adventures (OA)

### Will *Wilderness Welcome* trips still take place in August?

- We will be offering programming that is compliant with State and The CDC recommendations. Each August Outdoor Adventures sends 50-80 incoming freshman on the trip of a lifetime and this year will be no different. With iconic Arizona adventures like Grand Canyon Whitewater Rafting, you won't want to miss out! We'll be adapting to COVID-19 as appropriate and placing participant safety at the forefront of all our decisions. Learn more about [Wilderness Welcome](#) and other [Outdoor Adventure](#) trips at our website.

### When will OA trips be resuming?

- OA trips are tentatively planned to resume in July. As we get closer to this date we will update our [trip offerings](#) and our [home page](#).