

## **24/7 Fitness Center FAQ**

Q: Can I bring guests with me to work out?

A: No, guests are not authorized in the Facility after hours, this includes family members.

Q: Can I let people in who forgot or have not certified their own cards?

A: No. This is considered tailgating, and is prohibited! All customers must scan their card when entering after hours with NO exception.

Q: How do I get inside the Field House for After Hours access?

A: You will have to register your CAC, or Access Card (AC) at the front desk. After that point you can enter through the 24 hour access door to the left of the main entrance. Simply hold your CAC or AC to the scanner (located on the right of the door), wait for the green light, and pull the door open.

Q: How do I exit the facility once I am done working out?

A: Use the after-hours entrance to exit; unless there is an emergency (Fire, injury or illness requiring EMS to be called, active shooter event, etc...).

Q: Can I use the entire facility?

A: No, due to safety concerns the Sauna, Spin room, and Pool are off limits.

Q: How do I call EMS in the event of an emergency?

A: Phones are located throughout the facility next to AEDs and First Aid Kits or use your personal device.

Q: How can Dependents get an AC?

A: Once the Field House has the cards to issue, dependents and sponsor will have to bring their ID card to the front desk of the Field House to get the AC issued.

Q: Can I get multiple ACs for my family?

A: No. ACs will be issued to a ratio of one per family.

Q: What if I have a dependent that is 18 years old or older, and both my spouse and my dependent need to work out after hours

A: At this time one AC is issued to each family. So the onus will be on the family to determine how they will share the card.

Q: Do I have to return the AC?

A: Yes, if you PCS, separate, or Retire, then you will have to return the AC. An action Item is being added to the Base Out-processing Checklist for this reason.

Q: What happens if I violate any of the rules?

A: If you or your dependents violate the agreement that you sign when requesting after hour access, then will lose the privilege of using the after-hours, be held accountable to damages caused to the facility, and more.

Q: What if I see someone breaking the rules?

A: For the rules, you can contact the facility management at 294-0644 and leave a message with the date, time, and location you saw someone break the rules and the Field House Staff will address it accordingly.

Q: What happens if I lose my AC?

A: After hours ACs are limited and you may have to wait to get a new card. Additionally, if you or your dependents damage or lose multiple cards, then you may have after-hours access denied.

Q: What are the new manned hours going to be?

A: The Field House hours will be: Monday-Thursday 0500-2100, Friday 0500-1800, Weekends, Holidays, and Down Days 0800-1600.

Q: Who is eligible for After Hours Access?

A: All DoD Card holders (military, retirees, DoD, civilians & contractors) and dependents 18 years or older are eligible to use After Hours. As mentioned previously, ACs will be issued out one per family at this time.

Q: Can we have Squadron PT during After Hours?

A: Yes, however each member participating must be registered, and scan individually. Any tailgating done will result in the squadron being denied after-hours access for Squadron PT.

Q: What do we do if an emergency occurs?

A: If an emergency occurs requiring evacuation, exit from the closest door. If you are near a fire alarm, pull it to notify others in the facility and evacuate. If the emergency requires medical support, call 911, and follow their instructions.

Q: How long will this last?

A: As long as people respect the facility, are safe and take care not to injure themselves or others. The 24/7 facility has been a long time coming. The Field House is a unique case in its size and scope of protection. Be attentive wingmen, don't abuse the facility, and enjoy the After Hours Access.