# TABLE OF CONTENTS

## GENERAL INFORMATION
- Customer Service Centre ...........................................3
- Orientations & Tours ....................................................3
- Regular Building Hours .................................................3
- Spring/Summer Building Hours ......................................3
- Holiday Hours ................................................................3
- Facility Closures and Space Reduction ..............................4
- Maintenance Periods .....................................................4

## PARKING
- Parking Rules ................................................................5

## MEMBERSHIP INFORMATION
- Renewing Your Membership ...........................................6
- Freezing Your Membership .............................................6
- Cancelling Your Membership ..........................................6
- Membership Policies .......................................................6
- Dalplex Rules & Regulations ...........................................7
- Photography Policy ........................................................7

## MEMBER SERVICES
- Equipment Rental .........................................................8
- Locks And Lockers .......................................................8

## FACILITIES
- Accessibility At Dalplex ................................................9
- Cardio Plus Centre .......................................................9
- Climbing Facilities ......................................................10
- Courts & Court Booking Procedures ...............................10
- Family & All-Gender Change Room .................................11
- F.B. Wickwire Memorial Field ........................................11
- Fun Zone ......................................................................11
- Saunas ..........................................................................11
- Swimming Pool & Pool Rules .........................................12
- Diving Board/Tarzan Rope Rules .......................................12
- Photography Policy .....................................................13
- Pool Availability ..........................................................13
- Weight Rooms & Rules ..................................................13

## Facilities
- Dalplex Parking Map ...................................................5
- Dalplex Floorplans .......................................................14
- Dalplex Fieldhouse Map ..............................................15
- Contact Information & Campus Map ..............................16

**WWW.DALPLEX.CA • 902-494-3372**
WELCOME!

Welcome and thank you for becoming part of the Dalplex family. This handbook serves as your guide to all of the facilities, services and amenities you can take advantage of as a member. It is important that you please read through your member handbook - it covers all aspects of your Dalplex membership, starting the day you join. While we periodically update this guide, you will always find the most up-to-date version online.

If you have any comments, suggestions or feedback, we would love to hear from you – please stop by the Customer Service Centre, call 902-494-6162 or send us an email to dalplexinfo@dal.ca.

GENERAL INFORMATION

You can enter Dalplex through the turnstiles located at the Customer Service Centre. Simply swipe your card through the electronic reader and proceed when the green light appears. Depending on your accessibility needs (i.e. children under four years of age, personal mobility restrictions, etc.) facilities at Dalplex are accessible via a ramp leading into the fieldhouse from the main entrance level. Once inside the fieldhouse, there is access to an elevator. Use of the elevator is generally restricted but can be available to customers as needed. Please contact a member of our Customer Service team for more information.

CUSTOMER SERVICE CENTRE

The customer service team is here to help you with your questions and provide you with what you need to have your best Dalplex member experience. The Customer Service Centre is located at the bottom of the stairs as you enter the building or you can reach them by calling 902-494-3372.

ORIENTATIONS & TOURS

Basic orientations of the building, our weight rooms or Cardio Plus Centre are available at no cost. Please call 902-494-3372 to book an appointment.

REGULAR BUILDING HOURS

(Sept. 1 - Apr. 30)
Monday - Friday  6:00am - 10:30pm*
Saturday  7:00am - 9:00pm*
Sunday  9:00am - 10:30pm*

*Pool closes 30 minutes earlier during fall and winter only

SPRING/SUMMER BUILDING HOURS

(May 1 - Aug. 31)
Monday - Friday  6:00am - 9:30pm
Saturday  7:00am - 5:30pm
Sunday  9:00am - 5:30pm

HOLIDAY HOURS

Dalplex is closed on Good Friday and Christmas Day. Reduced building hours are in effect on other holidays. Visit our website for holiday hours and closure information.
FACILITY CLOSURES AND SPACE REDUCTIONS

Dalplex is part of Dalhousie University and is the University’s largest site for exams which are written in the fieldhouse each December and April. Every effort is made to ensure that specific areas (track, weight room, the Fun Zone) are available to members based on what the exam schedule allows. Dalplex also hosts a Christmas Craft Market each November which results in the fieldhouse being closed for 4-5 days. The running track and Fun Zone will be open during the hours of the Craft Market.

Dalhousie varsity athletics, clubs and intramurals host a number of events throughout the year resulting in space for general activities being reduced for periods of 1 to 3 days at a time. Dalplex also hosts day camps and occasional conferences throughout the summer and the Christmas and March breaks resulting in limited access to some of the activity areas, however the weight room, track and Fun Zone are normally unaffected.

Be sure to check our website for information on any activity location changes, area closures or reduced hours or cancellations for holidays and special events. In addition, current information on fitness class schedules, instructors and changes is available on our Fitness Hotline, 902-494-2119.

Memberships will not be adjusted due to the scheduling of these special events and programs.

MAINTENANCE PERIODS

Due to the amount of maintenance that must be done to maintain our facilities and equipment and address concerns as they arise, certain areas of our buildings will need to be closed as required to accommodate the necessary work. The pool may be drained on an annual basis, which will result in an extended closure, normally not exceeding two weeks. Notice will be posted in advance. These actions are taken to ensure the integrity of the facility and the safety of our members and every effort will be made to assign this work during non-peak use periods and to complete it as quickly as possible.

Memberships will not be adjusted to account for loss of access to certain areas or amenities during repairs or maintenance.

FIELDHOUSE TEMPERATURES

Please be aware that during and after periods of inclement weather (ie: snow storms) and throughout the summer months, temperatures in the fieldhouse may be higher than normal. Please use your best judgement and adjust your personal exertion and hydration levels accordingly.

PARKING

Customer Service 902-494-3372

A Dalplex parking pass is included as part of your annual Dalplex membership, with the exception of Dalhousie faculty, staff or student memberships. To park at Dalplex, faculty, staff and student members must purchase a university parking permit through Dalhousie Security Services. Dalplex parking permits are non-transferrable between vehicles and/or users. Due to limited parking on Dalhousie campus and in the Dalplex lot, a parking pass does not guarantee a space.

A Dalplex parking permit allows you to park in designated member spaces in the Dalplex parking lot from 7am-4:30pm, Monday to Friday and in other non-metered spaces from 4:30pm-1am. Dalplex members can park in any non-metered spot in the Dalplex lot from 7am-1am on weekends.
Dalplex parking permits are only valid for a maximum of 2 or 3 hours in certain sections of the Dalplex lot that have been designated as "Dalplex Member Parking" (please see parking map for specific locations). Your Dalplex parking pass is only valid in these designated spaces. Vehicles with Dalplex permits or no permit will be ticketed and/or towed if illegally parked in University designated spaces or at expired meters. To obtain a Dalplex parking pass, members must provide a vehicle registration in their name before a pass can be issued.

Short term memberships (i.e.: 5/10/20 visit passes, day passes, etc.) are not eligible for Dalplex parking passes - you can opt to either purchase a short term parking pass from Dalhousie Security Services, park at a meter or park in an non-metered spot from 4:30pm-1am, Monday to Friday and from 7am-1am on weekends.

**PARKING RULES**

- Metered parking is available at Dalplex at the cost listed on the parking meter. Permits are not valid at meters.
- Please ensure that your permit (including number and expiry) is clearly displayed and facing outward from your vehicle’s rear-view mirror.
- A parking permit is valid for a maximum of one year and must be renewed annually at the Dalplex Customer Service Centre. It is the member’s responsibility to ensure parking passes are current and valid.
- Any vehicles parking in fire lanes, at parking meters without paying the appropriate fees, blocking safe access through the parking lot during times of heavy snow accumulation or in other areas not specifically designated for parking will be subject to ticketing, immobilization, and/or towing at any time.
• The Dalplex parking lot is monitored by Dalhousie Security Services. Tickets are the responsibility of the member or visitor and any inquiries or disputes should be directed to Dalhousie Security Services and the issuing officer.

• Do not store valuables in your vehicle and please keep your vehicle locked at all times. Dalplex is not responsible for theft or damage to vehicles or their contents.

• Regulations and any fees charged for parking may change from time to time. Dalplex will endeavour to provide as much notice as possible to our members when changes occur or are pending.

• For more information about Dalhousie parking regulations, please visit: www.dal.ca/dept/facilities/parking-at-dal.html

MEMBERSHIP INFORMATION

Customer Service 902-494-3372

RENEWING YOUR MEMBERSHIP

Dalplex memberships can quickly and easily be renewed in person at the Customer Service Centre. If you have purchased an annual membership and pay with pre-authorized monthly payments or payroll deduction, your membership will automatically renew after one year.

FREEZING YOUR MEMBERSHIP

Memberships may be put on hold for personal reasons once per calendar year at no cost. If a member wishes to freeze their membership more than once a year for personal reasons, a charge of $25 per freeze will be levied for each additional freeze request. All personal freezes must be for a minimum of one (1) month and a maximum of four (4) months.

Memberships can be suspended or frozen at any time for medical reasons for a minimum duration of one (1) month, though members must provide written medical evidence to the Customer Service Centre to qualify.

Dalplex members with family memberships or with add-on memberships have the option of freezing one or all memberships associated with their account, however when only one membership is frozen the additional membership time must be divided equally among all associated members to ensure a consistent expiry date.

A minimum of three (3) business days’ notice and the return of all membership cards and parking permits to the Customer Service Centre is required before a freeze can begin. Please be aware that pre-authorized payments or payroll deductions will continue while memberships are frozen.

CANCELLING YOUR MEMBERSHIP

Memberships may be cancelled without penalty within 10 days of purchase. After this time, 30 days’ notice is required and a cancellation fee will apply. The fee is only charged when the main/primary membership is cancelled – no fees apply when add-on memberships are cancelled. Cancellation must be done in person at Customer Service Centre or by emailing dalplexinfo@dal.ca (phone cancellations will not be accepted) and parking permits must be returned before the cancellation takes effect.
MEMBERSHIP POLICIES

• Members are required to carry their membership ID cards to access the building. Staff reserve the right to ask for Dalplex ID at any time.

• Children under 12 are not eligible to receive Dalplex ID cards and MUST be accompanied and supervised by a parent/guardian 18 years of age and over, with a valid Dalplex membership.

• Spouses/partners and children 12 years and over must have their own Dalplex ID cards, even if on a family membership.

• Sharing of ID cards is forbidden; membership cards are not transferrable. Sharing cards will result in suspension for both the cardholder and the Dalplex member involved.

• Members who forget their card will be given a limited number of grace entries. Once these are used, members must produce a valid membership card or purchase a replacement to gain access. Lost cards will be replaced for a fee.

• At Dalplex a family is defined as the member, their partner/spouse and their children. Dependent children are those under 20 years of age and living at the same address as the parents/guardians.

• Only family membership holders are eligible for discounts on children and youth programs and camps.

• Members are not permitted to employ or use personal trainers or coaches who are not employed by and/or are not official volunteers of the Department of Athletics and Recreational Services while using Dalhousie athletic facilities.

DALPLEX RULES & REGULATIONS

• In using Dalhousie University’s Dalplex facility, members and guests are subject to all university policies, including the Code of Student Conduct and the University’s harassment policies. Should you experience uncooperative or disrespectful behaviour, please let our staff know and we will do our best to rectify the situation.

• No food or drink other than non-breakable water bottles is permitted in activity areas, pool or locker rooms.

• Open toe footwear, bare feet and swimwear are permitted in the pool area only.

• Children under 15 are not permitted in the weight rooms or Cardio Plus area.

• All personal trainers or coaches providing services in Dalhousie’s athletic facilities must be employed by and/or be official volunteers of the Dalhousie’s Department of Athletics and Recreational Services, with the exception of private rentals. The supply of services within Dalplex and other Dalhousie athletic facilities remains proprietary to Dalhousie’s Department of Athletics and Recreational Services.

• Children over school age may not use locker rooms of the opposite sex. Please use our Family & All-Gender Change Room if you would like to change together.

• Dalplex is a smoke-free and scent-free facility. Dalhousie University asks people to avoid wearing scented personal care products, as fragrances can trigger asthma attacks, allergies and other medical conditions. For more information on Dalhousie’s scent free policy please visit www.dal.ca/scent-free. Smoking is not permitted on the Dalhousie campus.
• Gym bags are not permitted in weight rooms or cardio areas unless placed in the storage racks provided.

• Dalplex does not condone profanity or insulting slogans on members’ attire. Dalplex reserves the right to govern appropriate apparel while using the athletic facilities. Proper athletic wear is required for exercise including appropriate shirts, shorts/athletic pants and athletic footwear in all areas.

• We request that members please report violations of the rules or damaged equipment to the building supervisor on duty or to the Customer Service Centre staff.

• Dalplex staff have the right to revoke membership privileges based on non-compliance to established policies and procedures.

PHOTOGRAPHY POLICY

The use of cell phones, tablets and similar electronics devices, photography of any kind, video recording or other digital image capturing is not permitted in any locker rooms or other change room areas, restrooms, showers, pool deck or fitness areas. Permission for photography or video recording within the Department of Athletics and Recreational Services’ facilities must be requested and received from designated staff in advance.

PLEASE NOTE: Although every attempt has been made to include all rules, regulations and policies, the information in this booklet is current at the time of printing and we reserve the right to make changes as necessary. Changes to policy and procedure will be added to the online version of our handbook, available to view and print at www.dalplex.ca.

MEMBER SERVICES
Customer Service 902-494-3372

EQUIPMENT RENTAL

Dalplex rents various pieces of sporting equipment from the Customer Service Centre for a small fee (fee is waived for full-time Dal students with an active Dalplex membership). Your Dalplex membership card is exchanged for the rental equipment and will be returned once all items signed out are returned. You will be held financially responsible to Dalplex for the replacement cost of rental equipment lost, stolen or damaged while in your possession. Unreturned equipment will have a daily rental charge applied for each day the item is overdue. The rental fee is good for day of purchase only.

LOCKS AND LOCKERS

Dalplex offers small, medium and large lockers for rent. Please inquire at the Customer Service Centre for rental rates and availability. We strongly advise you not to bring valuables into the locker room even if you plan to leave them in a locked locker. Dalplex offers wallet-sized, key-activated security units located at the Customer Service Centre to allow for storage of small valuables while in the facility. Tokens for the units may be purchased for $0.25 or $2.50 for a package of 10 tokens.

There are a number of day use lockers available. Members may use these lockers but must remove their items by the end of the day. To be fair to all users, locks left overnight on day use lockers will be removed, as will the locker’s contents. Contents will be held for a period of 14 days, after which if they are not claimed contents will be donated to charity. For your convenience you may leave your lock on one of the bars just outside the locker rooms.
LOST AND FOUND

Lost and found items will be held for 14 days at the Customer Service Centre (902-494-6818) and then donated to charity. Dalplex is not responsible for lost, stolen or missing items.

MEMBER DISCOUNTS

Dalplex is pleased to offer members a discount on a wide variety of recreational and sport programs, including but not limited to:

• Swimming lessons for children, youth and adults*

• Youth day camps*

• First aid and CPR training

• Fitness programs such as Pilates, yoga, and kickboxing

• Sport and recreation programs such as rock climbing and squash*

*Only family membership holders are eligible for discounts on children and youth programs and camps.

For a complete list of programs, schedules and pricing, please visit our website.

PERSONAL TRAINING

A personal trainer can help you with athletic conditioning and health management by conducting a fitness appraisal. Personal training sessions are available for a fee; please contact our Fitness Coordinator at 902-494-3017 to make an appointment with one of our certified personal trainers.

SPORT CLUBS & INTRAMURAL PROGRAMS

Dalplex members are eligible to join many of our Tier 2 sport clubs or participate in Dalhousie intramural leagues, the majority of which operate between September 1 and March 31, with the exception of our summer softball league. Sport clubs are self-administered student-based groups which are eligible for support from Athletics and Recreational Services and some clubs (Tier 1) are strictly student-based due to their participation in intercollegiate competitions. For more information, contact the Sport Club Supervisor at 902-494-2002, or visit the sport club section of our website.

TOWEL SERVICE

Let us do the laundry! Towel service may be purchased on a daily, monthly or annual basis. Towel service users will be held financially responsible for the replacement cost of any towels which are lost, stolen or damaged while in their possession. Dalplex membership cards must be left at the Customer Service Centre when signing out towels.

FACILITIES

ACCESSIBILITY AT DALPLEX

If you have a mobility impairment, you can enter Dalplex via the fieldhouse spectator entrance ramp. Once you are inside the fieldhouse, an elevator is available so you can access other areas of the facility. Elevator access does require a key, so you must make this request to our facility staff upon arrival. If you are unable to navigate the stairs, you can use the radio call-box to reach our staff for assistance. The call-box is located just inside the main entrance on your right-hand side. Dalplex is also an excellent facility choice for clients with a visual impairment who
are looking for a wide variety of fitness training and active living options. Customer service staff can assist in orienting visually impaired members and guests with access to the building, determining the best routes into and out of the building, accommodation for guide dogs and who to turn to for help. Please call 902-494-6162 to arrange your orientation or for further information.

For more information on Student Accessibility Services at Dalhousie please visit www.studentaccessibility.dal.ca.

CARDIO PLUS CENTRE
The Cardio Plus Centre offers access to cardio equipment for Dalplex members aged 15 and over. To maintain consistency and fairness to all users, there are equipment sign-up policies and time limits in place. Please see the Cardio Plus bulletin board for policy/procedure information.

Basic orientations to the Cardio Plus room are available to members at no cost. Please call 902-494-3372 to book your appointment.

CLIMBING FACILITIES
The Rock Court 902-494-1935

Dalplex is pleased to offer members access to two climbing walls. The first is located in the fieldhouse and members are permitted to climb without supervision to a designated height marked on the wall. All other climbing on the fieldhouse wall must be conducted under the supervision of Dalplex’s trained climbing instructors.

The second wall, called The Rock Court, is located downstairs near the squash courts and is open during select hours throughout the week (please see full schedule on our website). Members who wish to use The Rock Court are required to complete an accreditation session.

Accreditations are valid from September to August (a small fee applies) and you must be at least 16 years of age to participate.

PLEASE NOTE:
• All users must complete and sign a waiver in order to access the Rock Court.
• Users under the age of 19 must provide a waiver signed by a parent or guardian.

Please visit the Dalplex website for details or contact call 902-494-1935 during opening hours for additional information.

COURTS
Court Bookings 902-494-6818
Badminton, squash, racquetball and outdoor tennis court bookings are available to members at no extra charge by calling 902-494-6818. Members can reserve a court up to 3 days in advance.

COURT BOOKING PROCEDURES
• Squash, racquetball, badminton and outdoor tennis courts must be booked prior to use.
• Only Dalplex members can book courts 3 days in advance. Day pass visitors may book a court on the day they are using Dalplex and must book in person.
• To book a court you must provide your name, phone number, membership number and your partner’s name.

• Courts are reserved for a 45 minute time slot.

• Due to high demand only one court, per sport, per day can be reserved by each member.

• Only non-marking/no scuff shoes are permitted.

• No striking of walls with racquets.

• Closed eye protection is strongly recommended.

**FAMILY & ALL-GENDER CHANGE ROOM**
Dalplex provides a family & all-gender change room for adults with young children (under 12), or adults of any gender who prefer a change room with more privacy or a space that welcomes all genders. This room is equipped with a diaper changing table and cubicles for private changing.

**RULES FOR FAMILY & ALL-GENDER CHANGE ROOM:**
• Children must be accompanied by an adult at all times.

• Cubicles must be used for changing. Clothing must be worn at all times while in the main public area.

• Swimwear must be worn when showering.

**F.B. WICKWIRE MEMORIAL FIELD**
The artificial turf at F.B. Wickwire Field consists of a feature field with three practice fields.

Activities are often scheduled on the field. Dalplex members may use the field when it is not booked for University activities or rentals, please call 902-494-3372 to inquire about availability. A rental fee will be charged should you wish to run organized events or be guaranteed a space.

**FUN ZONE**
Children must be between 36 and 60 inches tall and between the ages of 3-10 to use the Fun Zone, which consists of three play levels, including a ball pit, several slides, hand-over-hand bars, tube crawls and climbs. A toddler play area is adjacent to the larger structure for those not meeting the minimum height and age requirements. Shoes, food or beverages are not permitted in the Fun Zone area and socks must be worn at all times.

**CHILDCARE**
Childcare in the Fun Zone is provided at an additional cost during scheduled times, for members and day pass holders. Check with the Customer Service Centre for information, schedules and associated costs.

During childcare times only, age-appropriate toys for babies and toddlers are available in the play area adjacent to the larger structure for those not meeting the minimum height and age requirements.

**NOTE:** Caregivers must stay in the building while children are in the care of our Fun Zone staff.

The childcare schedule is also posted on the Fun Zone section of the website or is available by calling 902-494-3372.
SAUNAS
Saunas are located in both the men’s and women’s locker rooms. Please review and adhere to the rules and procedures posted outside the sauna areas.

SWIMMING POOL
Dalplex’s 8-lane, 50-metre pool with moveable bulkheads is home to both of Dalhousie’s men’s and women’s varsity swim teams, our Master’s swim club and plenty of aquatics programming.

Swim lessons are available for all ages and skill levels. Dalplex also offers lifeguarding, lifesaving and first aid courses.

POOL RULES
• Children 12yrs and under must be supervised by an adult at all times.
• Children 7yrs or under must be accompanied in the water by an adult, who is within arms reach at all times. One adult is permitted to supervise up to three children 7yrs and under.
• Children 7yrs and under are not permitted in the deep end without a properly fitted PFD.
• Children 7yrs and under who wish to swim without an adult in the water or swim in the deep end without a PFD must achieve special swimmer status. Please see a lifeguard for more details.
• Only lane swimming is permitted during swimming lessons.
• No running on the pool deck, floors are slippery.
• No spitting in the pool.
• Food is only permitted on the bleachers. No breakables/glass on the pool deck.
• All swimmers must take a shower before entering the pool.
• All patrons must wear proper swimwear. Street clothes or underwear are not permitted.
• Diving is only permitted in the deep end.
• Starting blocks are reserved for competitive training only.
• Do not walk on or swim under the bulkhead.
• Please exit at the end of the lanes, do not swim through them.
• Pool toys must stay in the shallow end.
• No rough-housing in the pool at any time.
• Do not stand on the floating mats.
• Do not sit or hang on the lane lines.
• Fitness belts are not flotation devices. They are only available for fitness classes.

DIVING BOARD/TARZAN ROPE RULES
• Diving boards and the tarzan rope are only open during open swims.
• Only one person is allowed on the diving board at any time.
• Only one bounce is permitted on the diving boards.
• No jumping or diving off the side of the diving boards.
• No hanging onto the diving board from underneath.
• PFDs are not permitted on the 3m or 5m diving tower.
• If you would like to use the 5m tower, please speak to a lifeguard to determine availability.
• When using the Tarzan rope, swing straight out and let go when it has reached the end of its swing. For your safety do not swim back towards deck.

• No climbing up the rope.

**PHOTOGRAPHY POLICY**
Cameras, video cameras, mobile phones or any other type of recording equipment are not permitted on the pool deck, with the exception of birthday parties and private rentals.

**POOL AVAILABILITY**
On occasion, Dalhousie will be the host site for swim competitions and training. During these times, water temperature is reduced and pool space is limited or unavailable. Please check the pool deck bulletin boards or our website for any scheduling adjustments.

**WEIGHT ROOMS**
Dalplex offers its members the use of two weight rooms. The small weight room, located outside the men’s and women’s locker rooms, consists of a series of weight resistance stations and free weights. The large weight room, located in the fieldhouse, contains a complete range of weight training equipment, as well as an area for stretching, mat work and core training exercises.

Basic orientations to the weight rooms are available at no cost. Please call 902-494-3372 to book an appointment.

**WEIGHT ROOM RULES**
• Minimum age for weight room use is 15 years old.

• Gym chalk is not permitted.

• The use of a spotter is highly recommended while using weight room equipment.

• Do not rest on equipment.

• Do not drop the weights on the floor.

• Weight collars must be used on barbells.

• Weight room users must return weight plates to the storage racks provided.

• Wipe down all equipment with a cloth and the cleaning spray supplied by Dalplex. Do not spray equipment directly, instead spray a cloth and wipe down machines or mats.

• Please be courteous to other users at all times.

• Members must follow the direction of weight room monitors and facility staff at all times.
**DALPLEX MAIN LEVEL**

1. Stairs to Customer Service Area
2. Access Desk & Turnstile Entrance
3. Customer Service Centre
4. Administration & Program Offices
5. Coaches’ Offices
6. Physioclinic
7. Men’s Change Room
8. Women’s Change Room
9. Cybex Weight Room
10. Varsity Weight Room
11. Racquet Courts, Rock Court and Personal Training Studio
12. Stairs to Fieldhouse
13. To Family & All-Gender Change Room
14. Washrooms
15. Elevator
16. Marketing Offices
17. Cardio Plus Centre
18. Boardroom

**DALPLEX POOL**

1. Pool
2. Men’s Shower Area
3. Women’s Shower Area
4. Accessible Change Rooms
5. Aquatics Offices
6. Party Room
7. Conference Room
8. Stairs to Main Level
9. Elevator
10. Bleachers
A  Entrance from Change Rooms
B  Elevator
C  Fun Zone
D  Revolving Doors to Ramp
E  Weight Room
F  Men’s Washroom
G  Women’s Washroom
H  Area 11 - Hardwood Court
I  Area 9 - Stretching Area
J  Area 7 - Volleyball/Badminton
K  Area 8 - Hardwood Court
L  Area 6 - Volleyball/Badminton
M  Area 2 - Volleyball/Badminton
N  Area 3 - Group Fitness Class Area
O  Climbing Wall
P/Q  Fitness/Personal Training Offices

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