



TEMPORARY CLOSING FAQs

When will Derby Recreation Commission facilities re-open?

The DRC continues to closely monitor the Coronavirus situation. At this time, no re-open date has been established and will not be determined until it is safe and responsible to do so.

How is my DRC membership being handled during the temporary closure and when the DRC re-opens?

All **active monthly and annual memberships** will be extended for at least the amount of time we are closed. Upon re-opening, your membership will be active and ready for use. If your membership expired before the closure, you will need to re-activate your membership at Guest Services.

All **active auto-pay memberships, including Kids Club**, and corporate auto-pay memberships have been frozen during the temporary closure. Your account will NOT be charged during the temporary closure. For your convenience, upon re-opening, your membership will be re-activated without any action from our members. Additional, specific information will be shared with auto-pay members regarding your account prior to our re-opening.

With Schools being closed for the remainder of the year, will I be credited for my DNMS Bus Membership?

Yes, these memberships have been canceled for the remainder of the school year. Pro-rated refunds from the last day school was in session have been credited back to the method of payment.

What if I had a personal training session scheduled during the temporary closure?

Upon re-opening, a DRC staff person will be in contact with you to re-schedule your session(s). All personal training expirations will be extended for at least the amount of time we are closed.

Will the DRC spring program session occur?

No, the scheduled spring program session has been canceled. If it is safe and responsible the DRC may provide unique special events or special programs later in the spring.

How will I be refunded for spring program registrations?

Refunds for spring program registrations will be processed and refunded, within 10-14 business days, to your original method of payment.

Can I speak to a DRC representative should I have additional questions during the closure?

Yes, a DRC representative is available by phone at 788-3781 8am-5pm, Monday – Friday during the temporary closure.

**TO REACH STAFF, CALL 316.788.3781
STAFF ON DUTY FROM M-F, 8AM-5PM**



DERBY RECREATION

COMMISSION