

## FACILITY ACCESS, SIGN-UP & HOURS

# FAQS

### HOW CAN I SEE THE FACILITY?

Facility tours are available during office hours when the building is unlocked to the public.

To arrange a private viewing outside office hours, contact Trinity at 1 (907) 395-7294.

### TECHNICAL OR ONLINE SIGN-UP ASSISTANCE

Assistance with online registration or technology-related issues is available via phone, text, or email to Trinity, or in-person during office hours.

## OFFICE

SUNDAY-MONDAY

10:00AM - 2:00 PM

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## CHILDCARE

TUESDAY-SATURDAY

8:00 AM - 7:00 PM

(CLOSED SUNDAY-MONDAY)

## FACILITY ACCESS, SIGN-UP & HOURS

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### **ACCESS AFTER SIGN-UP**

Access is granted upon completion of website registration. Credentials are sent to the email associated with the account. Facility access is available 24/7 following sign up.

### **FOB-FREE ACCESS**

Black River does not use physical key fobs. Access is managed through secure door access software via:

Temporary access link sent to the registered email

*or*

Mobile access app installed on a personal device

Digital access eliminates the need for key fob distribution and associated setup fees.

### **STAFFED HOURS**

The facility is open 24/7, with staffing and childcare services available only during posted office/staffed hours.

## COMMON KINECT APP/ ACCESS ISSUES

# FAQS

### **“NOT CONNECTED TO WIFI”**

Devices must be connected to the facility WiFi. This verifies location and maintains building security. The WiFi password is included in the same email that provides the access app download instructions.

If the email cannot be located, contact Trinity for assistance.

### **“NO DOORS AVAILABLE”**

This message typically indicates one of the following:

- Membership registration is incomplete
- Membership term has expired
- Account payment is not current

### **UNRESOLVED ACCESS ISSUES**

All unresolved access issues can be addressed by contacting Trinity via phone or email. Most issues are able to be resolved promptly.

## CHILDCARE MEMBERSHIP

# FAQS

### CHILDCARE MEMBERSHIP COVERAGE

- Care for up to two children per visit
- One visit per childcare day, maximum two hours
- Coverage for children ages 6 months to 12 years

### WORKOUT OUTSIDE CHILDCARE HOURS

Facility access is still available to adult members 24/7, even if they have a membership with childcare. Childcare services are provided only during staffed hours.

### CHILDREN IN THE FACILITY WITHOUT CHILDCARE STAFF

Limited accommodation is permitted under the following conditions:

- Direct, active supervision by a parent or guardian is required at all times
- Children may use the entry seating area only
- Children are not permitted in the playroom outside of staffed childcare hours or in equipment/workout areas
- Children may never be left unattended

These policies are enforced for safety and insurance compliance.

## CHILDCARE MEMBERSHIP

# FAQS

### **MULTIPLE CHILDCARE MEMBERSHIPS**

- A childcare membership is required for both parents **only** if each parent plans to use childcare separately on different schedules.
- If only one parent will utilize childcare, or if both parents plan to attend together during the same visit, only one membership is required.
- The parent responsible for drop-off must also handle pick-up for that visit.

If both parents hold childcare memberships:

- The additional child fee is waived if only one parent utilizes childcare on a given day
- If both parents utilize childcare on the same day, each parent is responsible for the additional child fee, if applicable

### **ADDITIONAL CHILDREN**

- Each membership covers care for two children per visit. Care for additional children is available for a \$5 fee per child, per visit, subject to staff capacity.
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- Payment procedures:
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- Scan the QR code located beside the childcare room
- Present proof of payment to childcare staff prior to drop-off

## YOUTH 13+ MEMBERSHIPS

# FAQS

### **Eligibility and Plan Options**

Youth ages 13 and older may enroll in a single-month youth membership for \$40 per month. 18 year olds still in school may choose this plan until graduated.

This plan does not automatically renew, allowing flexibility around sports, academics, or other seasonal commitments.

### **High School Students in the Household**

Youth who are 18 years old and still in high school may utilize the youth membership until graduation. If 24/7 access is desired, the individual must enroll in a standard membership.

### **Access Limitations**

Youth memberships provide facility access only during staffed hours, even if accompanied by an adult. This restriction is required for insurance and safety compliance.