



Due to the Governor's orders, effective March 19, 2020, and continuing through April 10, 2020, the CORE will be closed. We want to apologize for any inconvenience this may cause and hope you will realize that we must comply with those orders. CORE staff is diligently working to ensure that this change and any processes going forward for members and patrons are as easy as possible. We know that a lot of you may have questions or concerns and the following will hopefully address those.

- All current CORE memberships, to include annual and monthly memberships, will be suspended until further notice including future auto-draft payments. All memberships that were charged on March 15th will not be charged on April 15th. Should we reopen, all memberships will be reinstated and charged on May 15th. If the closure is extended beyond April 10th, membership payments will be suspended as long as necessary. It is our intent to ensure that members of the CORE are made "whole" in regards to days of access missed due to the closure and changes to hours of operation starting March 13, 2020. Those who wish to cancel their memberships may do so by calling the CORE Monday-Friday, 8am-5pm.
- Individuals who are part of a Fitness Unlimited Plan or are participants of the Tsunami Swim & Dive program will have their monthly dues suspended and refunded starting March 13th, which was the first day of cancelled programming. Individuals who purchased a Fitness Unlimited Pass for dates to include March 13th and beyond, will receive a prorated refund based on the time of purchase and length of pass.
- All participants of Youth and Adult Sport Leagues or youth programming for the spring 2020 season will receive a refund.
- Individuals with private rentals from March 19, 2020 – April 10, 2020 will be contacted and given the choice to reschedule their event to a later date or receive a full refund.

All individuals receiving a refund will be contacted via phone. All refunds will be sent to individuals via mail in the form of a check from the City of Hobbs and may take up to 1-3 weeks to receive.

If you would like to speak with a CORE representative, please call 575-393-CORE (2673) Monday-Friday between the hours of 8am-5pm.