



Recreation Center Towel Service FAQs

- **Why did the Recreation Center stop providing complimentary towel service?**

Since the Recreation Center opened in January, the goal has been for participants to always have a clean towel available. Complimentary towel service had been provided the first six months the Recreation Center opened. During this time, more than 3,500 towels were removed from the building making complimentary towel service unsustainable. It became clear a new system was needed to maintain participants' expectation of clean towels at the Recreation Center.

- **How does the towel service work?**

Participants who are a part of the Recreation Center towel service are now guaranteed a towel during every workout. Recreation Center participants may choose to purchase towel service at the Pro Shop for a \$5 service fee. At the time of purchase, the participant will receive a clean towel. When the participant is ready for a new towel, they may return the used towel in exchange for a clean towel. A clean towel will only be given to the participant when a used towel is returned to the Pro Shop.

Participants may ask for a towel service card in lieu of a clean towel. Participants can exchange their towel service card at their next workout. A towel or towel service card must be returned in order to receive a clean towel or the participant will need to buy into the service again. No refunds will be given for lost or stolen towels or towel service cards.

- **Where do I purchase towel service?**

Towel service is purchased at the Recreation Center Pro Shop located in the main lobby.

- **Can I purchase towel service more than once?**

You may purchase more than one towel service for \$5 each but the ratio of return and exchange is always 1 for 1.

- **Where do I exchange my used towel for a clean towel?**

You can exchange your used towel for a clean towel at the Pro Shop. The wicker baskets have been removed from the facility. If you do not return a towel at the Pro Shop you will not receive a clean towel.

- **What if I don't want to take the towel with me because I'm going to class or not going home?**

During times you prefer not to carry a clean towel out of the building, you may ask for a towel service card. This card represents a towel. You must turn in your towel service card at the Pro Shop in exchange for a clean towel. No refunds will be given for lost or stolen towels or towel service cards.

- **Where are the towels cleaned?**

The towels are cleaned in a laundry room inside the Recreation Center which contains commercial size washers and dryers. Towels are collected, cleaned and redistributed by Recreation Center staff.

- **Can I use my own towel?**

Yes, you may use your own towel, but the Recreation Center will not launder your towel.

- **What if I accidentally take my towel home with me?**

It is fine if you take the towel home with you; however, you will still need to return the used towel to the Pro Shop in order to receive a clean towel.

- **Is there a limit on how many towels I can exchange in one day?**

No, there is no limit to how many towels you can exchange in one day, but you will only receive one clean towel per one returned towel.