



## Welcome to the & Golf and Sports Simulator at The Ampersand

### LOCATION

The Simulator is located on the upper main floor on the North side of the building (East of the Sports Court, beside the East shuttle elevators). The system can simulate an 18-hole golf game inclusive of different course selections or a driving range for practice. It also allows for simulation of 30+ sports and games such as soccer, baseball, basketball, handball, lacrosse, archery, dodgeball, football, hockey, bowling, bocce, carnival games, horseshoes, darts, shooting, hunting and more!

### MEMBERSHIP

The Simulator is part of the amenities included in your Aspen Club Membership. All tenants may use the Simulator and are welcome to bring guests to enjoy this amenity. Any change in personal information (name, address, health status) must be reported to Aspen Properties when the change occurs in order to keep your Aspen Club membership current.

### MANAGEMENT

The Simulator is managed and operated by Aspen Property Management.

### BOOKINGS

Once your Aspen Club Master Waiver has been signed via the Aspen App, you will automatically be able to book a time slot in the & Sports court and your Mobile Door Access will be programmed for access during your booking time slot. Tenants may book up to eight 30-minute time slots or two 2-hour time slots at a time. Bookings are permitted once per day per tenant. All bookings for this amenity are on a first come first served basis.

### HOURS

The Simulator is currently able to be booked 24/7. All booking time slots are available on the Aspen App and a booking is required to use the & Golf and Sports Simulator. Please note the HVAC for this amenity below.

## HVAC HOURS

Monday – Friday	6:00 a.m. – 8:00 p.m.
Saturdays	6:00 a.m. – 1:00 p.m.
Sundays & Statutory Holidays:	OFF

## ACCESS

Once you have downloaded the [Aspen App](#) and clicked “request membership”, your office tenant contact will need to approve your access to the App. Once approved, you will be able to create your login and will be required to complete the **Aspen Club Master Waiver** registration form. Upon completion you will receive access to all amenities in the Aspen portfolio.

You will find the Aspen App in the App Store or Google Play Store.

Once you have completed the above steps, access to The Ampersand amenities will be granted to you through our **Mobile Door Access (MDA)** system. Each amenity is equipped with a state-of-the-art Kisi reader, that uses Bluetooth, NFC and Location services to verify your identity and grant access upon use. Please go to the home page on the App, click “Door Access” and touch the back of your phone to the MDA reader and the door will unlock for you. For security and monitoring purposes we kindly ask that you scan your phone each time you enter one of the facilities, even if someone has held the door open for you.

iPhone users – the NFC functionality of apple products is directly linked with “Apple Wallet” you may notice the wallet popup when scanning, this is an issue we are aware of, and are unable to fix. If you have “express mode” enabled under door access, and your phone is nearby, you can simply swipe your hand or other solid object in front of the reader, without having to present the device.

## GOLF & SPORTS SIMULATOR POLICIES

- & **Equipment Supplied** – Golf clubs, hockey sticks, balls, etc. are available for your use. Please call concierge at 403.781.8519 to be supplied with equipment. You may also bring your personal equipment into the simulator for use if you wish. The equipment you bring must be clean and removed when your time slot is finished.
- & **Damages to the Simulator** – Tenants using the Simulator are responsible for any damage incurred during their booking time within the facility, costs may apply. This includes any damages to the equipment located therein.



- & **Use of the Simulator** – Please allow only one person on the turf at a time and swing clubs only inside designated swing zones. Only use the provided rubber tees and balls.
- & **Respect for Others** – Please show respect for others by refraining from using foul language or shouting while you are using the Simulator.
- & **Food and Drink** – Food and beverages are not permitted on the turf surfaces. Please keep all items behind the turf area or on the bar top.
- & **Dress Code** – Clean soft soled, indoor appropriate shoes are required at all times. Metal spikes, soft-spikes, and open-toed shoes are not allowed. Active wear must be clean and odour-free.
- & **Scents** - In consideration of others with allergies or sensitivities to scents, please refrain from using scented products in the Simulator, including the following: lotions, powders, sprays, and perfumes.
- & **Disinfectant Wipes** – Please use the disinfectant wipes provided to clean all equipment after use. Note: disinfectant wipes are not to be flushed down the toilet.
- & **Questions or Concerns** – If you have any questions regarding the Simulator, please contact our Concierge at 403.781.8519. General cleanliness and care of the Simulator is everyone’s responsibility. If cleaning is required, please inform us by submitting a service request using the Aspen App.

## SAFETY & EMERGENCY PROCEDURES

- & In the case of severe injury, medical emergency or afterhours concerns, phone 911 immediately and notify our 24 hour Security team at **403.781.8500**.
- & Please use the facility only in your booked time slot.
- & Cameras are located in the facility, for the safety and security of all participants. The Simulator is monitored through our CCTV system.
- & Aspen Properties is not responsible for lost or stolen items.

