

Frequently Asked Questions

Membership

How do I login at my.recwell.emory.edu?

Emory students, faculty, staff, retirees and healthcare employees with a NetID may log in to their account at [https://my.recwell.emory.edu/](https://my.recwell.emory.edu) by using their Emory NetID and password. Click on the username at the top, right corner of the page and select "Profile." Click on "Membership" from the list of options on the left side of the screen.

Non-employee and non-student members without an Emory NetID may log in to their account at [https://my.recwell.emory.edu/](https://my.recwell.emory.edu) by using their username and password. Current non-employee or non-student members must request a username to be able to access the membership portal to renew memberships or rent lockers, reserve courts or register for programs. Once requested through the form, members will receive their username and a temporary password within 1 business day.

- **Member Username Request Form:** [Click here](#)

How can I access the facility once I purchase my membership?

Emory students, faculty, staff and retirees will use their EmoryCard at the turnstiles. Emory Healthcare employees will use their healthcare badge at the turnstiles.

Plus Ones, affiliates, alumni, community members, and dependents between the ages of 16 and 25 must stop by the George W. Woodruff Physical Education Center (WPEC) Membership Office or Student Activity & Academic Center (SAAC) Member Services Desk to take a picture and pick up a new facility access card to use at the turnstiles.

Where can I see my membership information (e.g., type, members, expiration, lockers, etc.)

Membership information can be found online at my.recwell.emory.edu.

How can I find my new membership expiration date?

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My membership has expired, can I renew it online?

Memberships must be renewed online before it expires. Once your membership lapses, you must come in person to the George W. Woodruff Physical Education Center (WPEC) Membership Office or Student Activity & Academic Center (SAAC) Member Services Desk to purchase a new membership.

Who can sign up/renew memberships in person?

The PRIMARY eligible member must be the individual to both start a new membership and renew when visiting our Member Services office. Significant others and/or family members cannot do so without the primary member present.

Are personal training sessions included in my membership?

No, personal training sessions are not included in your membership. If you are interested in learning more about personal training, please visit <https://recwell.emory.edu/programs/personal-training.html>

Who is considered a “community member” in membership terms?

Community is defined as an individual who is not an Emory student, employee, retiree, alumnus or affiliate of the university or healthcare system.

Proof of current affiliate employment or alumni status must be provided at time of sale. Alumni status must be verified by presenting an activated Emory alumni card. Employees of the following organizations are considered affiliates for Athletics and Recreation membership purposes:

- Centers for Disease Control (CDC)
- Children's Hospital of Atlanta (CHOA)
- Veterans Administration Hospital (VA Hospital)
- Barnes & Noble at Emory (must have Emorycard)
- Ricoh at Emory (must have Emorycard)
- Bon Appetit at Emory (must have Emorycard)
- Emory Alliance Credit Union
- The Carter Center
- Glenn Memorial Church

Summer Interns (Clairmont Campus) are not eligible for Plus 1 or family memberships.

Who can be on a family membership?

A primary member can add **UP TO** 1 spouse/partner and 4 dependents (under age 26) **OR** 1 spouse/partner, 3 dependents (under age 26) and 1 caregiver* to their existing membership. A family membership may not be purchased without the primary member maintaining a current membership. The primary member must be present when a family membership is sold. Returning families must update their records.

**Caregivers can only be added if there are dependents on the membership.*

Can I remove or replace someone on my Plus One or Family membership?

Plus Ones and additional family members listed on a membership plan can be removed but not replaced until the membership is up for renewal. Daily guest passes are available for purchase.

Can I get a locker?

Lockers are available to rent. Renters are responsible for cleaning out locker contents by the end of their rental agreement period. If renters fail to empty their lockers after receiving notice to do so by the appointed date, their items will be removed and donated to charity. Emory University is not responsible for personal items, including items stored in lockers.

Daily-use lockers are available at both the WPEC and the SAAC. All items in daily-use lockers must be removed at the close of each day.

To view locker policies and rates, visit https://recwell.emory.edu/member_services/lockers.html

What are open swim hours at the WPEC?

Open swim hours are always posted at <https://recwell.emory.edu/about/hrs.html>. Lap swim is available during open hours. Swimmers are expected to share lanes if needed with a maximum of 3 people per lane. The number of lanes open vary daily.

When will the SAAC summer memberships open?

Information regarding the SAAC summer memberships was posted to the website by January 31, 2024. We are currently finalizing our 2024 membership rates and have closed our membership interest form as of March 1, 2024.

Direct communication will be sent first to those who completed the membership interest form with 2024 rates, membership structures and instructions on how to pay. Once everyone on the interest form has been accommodated, information will be posted by April 1 if there is still availability to purchase.

What is a Summer Extended membership?

Members can purchase the summer extended membership to gain access to the pool and facilities April 15* – October 4, 2024. Summer membership only dates are May 15 – September 2, 2024.

During the academic year, the SAAC is a student-focused facility. This may impact facility hours of operation from late August to mid-May, especially for summer extended members. It is important to note that April, May, and late August/early September are our busiest times of year on campus due to university events (e.g., graduation, orientation, etc.). Summer camps utilize the SAAC pool from 10 a.m. – 3 p.m. Mondays – Fridays beginning late-May through mid-August.

Pool is scheduled to open April 15th for summer extended memberships, however, that is contingent upon permit and inspection approval.

Is parking included in memberships?

Parking is not included in your membership. For visitor parking rates, please go to Emory Transportation & Parking Services [website](#).

Why is there an increase in prices for SAAC summer memberships?

- We are committed to providing an excellent summer membership experience while maintaining the quality in our facilities.
 - To support that commitment, our membership pricing will be increasing.
 - This adjustment enables us to address increased operating costs while maintaining services for members.
 - Over the last several years, we have seen marked increases in lifeguard and maintenance costs.
 - The new rates will take effect March 20, 2024 coinciding with the release of our SAAC summer memberships.
- Our memberships are competitive with other local options and include the added amenities including the pool, fitness center, exercise classes, and tennis, pickleball, basketball and volleyball courts.

Facility Reservations

How do I reserve space in the WoodPEC or SAAC?

During the academic year, certain WPEC and SAAC spaces are available for Emory University departments and student organizations to reserve for meetings, tournaments, charity events, and other functions. Space requests must be received at least two weeks prior to the event for consideration. To request space, go to <https://recwell.emory.edu/facilities/reservations.html>

External groups may request space during the summer months through <https://recwell.emory.edu/facilities/reservations.html>

Who can reserve tennis, racquetball or pickleball courts?

Only students and current members of the facility can reserve tennis or racquetball courts. To reserve, login to <https://my.recwell.emory.edu>.

How do I reserve tennis or racquetball courts?

Current students and members can login at <https://my.recwell.emory.edu/> and select Reserve A Court to see available courts and reservation times.

Why am I unable to book tennis courts for the times I want?

Athletic and Recreation tennis programs have priority scheduling on the tennis courts. The tennis team may have practice, there may be a tennis class being taught, etc. The tennis courts will have the most availability around the weekends due to this season's scheduling.

When will the outdoor track reopen?

OUTDOOR TRACK WILL BE CLOSED FOR RENOVATION NOVEMBER 20, 2023 - MAY 2024. Varsity Soccer field and stadium seats will also be closed.

When will Kaminsky reopen?

Hours for Kaminsky fields at Candler Park are listed below for the Spring semester. When the fields are not reserved for varsity, club or intramural sports use, they are available for use by Emory students and WPEC members.

Spring Semester - [Kaminsky Park Hours of Operation](#) (Weather permitting)

Monday - Friday 11:30 a.m. - Sunset (or end of Club Sport Practices)

Saturday/Sunday By reservation only (see our [facility reservation page](#) for more information)

Program Registration

Where can I find information on Sports Fitness Camp or other summer camps?

Sports Fitness Camp 2024 is full and a waitlist is active. Other sport camps options can be found at [emoryathletics.com](#).

How can I register for Group Fitness Classes?

Emory Recreation and Wellness offers a variety of group fitness classes for the Emory community. Classes are open to all current undergraduate, graduate, and professional students, and classes are included in membership fees for WPEC members to access classes at the WPEC, and SAAC members to access classes at the SAAC.

Class size is limited and participants should register for classes on their [My RecWell portal](#). Class schedule is subject to change and patrons will be notified of any changes via their registration.

How can I sign up for Personal Training sessions?

Please visit our [website](#) to learn more about how to sign up with a personal trainer.

What is Outdoor Recreation and how do I sign up?

Outdoor Recreation provides opportunities for the Emory community to experience adventures in great outdoors. Programs include adventure trips, equipment rentals, and a climbing arena in the WPEC. No experience is necessary to participate in outdoor programs. Visit our [website](#) to learn more about our Outdoor Recreation offerings.

Directions and Parking

How do I get to the Woodruff PE Center?

George W. Woodruff PE Center
26 Eagle Row
Atlanta, GA 30322

How do I get to the SAAC?

Student Activity and Academic Center
1946 Starvine Way
Decatur, GA 30033

Where is parking located for the facilities?

Parking is not included in memberships. For visitor parking rates, please go to Emory Transportation & Parking Services [website](#).

SAAC

Visitor parking is located at the Starvine Parking Deck. Please visit Emory Transportation & Parking Services to see daily rates: <https://transportation.emory.edu/visitor-parking>. Decks are typically open on the weekends.

WPEC

Visitor parking is located at the Peavine Visitor Lot. Please visit Emory Transportation & Parking Services to see daily rates: <https://transportation.emory.edu/visitor-parking>. Peavine Deck is typically open on the weekends.