

## SPECIAL BULLETIN!

The Member ID card readers that provide access to GVR facilities and record attendance in fitness centers and pools are wearing out. We have found a superior alternative! The new units come at a much lower cost and have a longer lifespan. Even better, they don't require members to swipe their cards through a channel—when a card is passed by the sensor on the reader, the gate will unlock, simple as that.

Easier, cheaper, and more durable? What's the catch?!

As in many things in life, there is a downside. In this case, the downside is that **members need to visit a center to trade their existing card for a new "proximity card"** that will work with the new card readers.

**WHO:** If you received your Member ID card before March 20, 2017, you need a new one. Members may trade-in their spouse's card on their behalf, but all tenants and additional cardholders need to appear in person. Your member number will NOT change if you trade an old card for a new one.

**WHAT:** Bring in your current Member ID card or cards (if you have guest cards, those also need to be replaced) and trade them for FREE proximity cards.

- **Guest proximity cards** can be re-activated, so **please keep them** after they expire, and bring them in to be reactivated for your future guests. Replacement guest cards will cost \$15.00—same as replacement Member ID cards.
- The new system does not allow for duplicate Member ID cards. Each member can have just one active card at a time.
- Members who own multiple homes will receive ONE CARD, associated with their primary address.

**WHEN:** Starting today, members may trade cards at the centers listed below. Card reader machines will be replaced over the course of the summer.

## **WHERE:**

- **East Center:** 8am-4pm Monday-Friday. Closed for lunch from 12:30-1:30pm
- **Las Campanas:** 8am-4pm Monday-Friday. Closed for lunch from 11:30-12:30pm
- **West Center:** 8am-4pm Monday-Friday, 10am-2pm Weekends and holidays
- **Canoa Hills:** 8am-4pm Monday-Friday. Closed for lunch from 11:30-12:30pm
- **Santa Rita Springs:** 8am-1pm Monday-Wednesday until 1pm on April 26 when the office will close for the season.

Card readers will be replaced one center at a time. In the coming weeks, we will develop a master schedule and we will publish that on our website and in an email update as soon as it is prepared. We will post advance notice at each center, and, in fact, on each card reader! Don't worry—you will have plenty of warning and plenty of time to get to a customer service office and trade your card/s.

The new proximity cards will work with both new and old readers, but old cards will not work with the new card readers so don't procrastinate! Get your free replacement card as soon as you can.

Card readers will be replaced one center at a time. In the coming weeks, we will develop a master schedule and we will publish that as soon as it is prepared. We will post advance notice at each center--even on each card reader! Don't worry—you will have plenty of warning and plenty of time to get to a customer service office to trade your card/s. As GVR members ourselves, we know that members are focused on recreation, not the details of card reader technology. We would not want our access interrupted, so we are doing our very best to ensure that members have ample opportunity to avoid having their access interrupted.

**Come visit us at a CSR office to trade in your member ID card!**

**When you get a chance to see them in action, we think you'll love the new cards.**