

## **Activities Office opens doors for walk-in service, announces some changes**

Thursday, April 15, 2021

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The Activities Office has reopened for walk-in traffic. Along with this reopening, a few operational changes have also been made, and are described below.

### **Streaming services replace rentals of DVD Movies and Books on CD**

Effective immediately, the Activities Office has discontinued DVD Movies and books on CD rentals. With the huge interest in streaming services, made even more popular during the pandemic, this business decision was made with careful thought. In addition to the many streaming services for movies (Netflix, Amazon Prime, Hulu, HBO Max, Peacock and many more), streaming services for books like Audible.com, Audiobooks.com and Kindle offer an easy option to listen to books. Even prior to COVID-19, there was a marked decline in rentals for these items. Local Maricopa County libraries also offer DVD Movie and Books on CD rentals at no charge.

### **The Activities Office accepting member charges, credit cards, and debit cards going forward**

Beginning May 1, 2021, the Activities Office will no longer accept cash or check payments, except as noted below\*. Member charge and credit/debit cards are accepted for all Activities Office offerings, with the exception of concerts where we only accept credit/debit cards. This change has to do with improving accounting procedures for HOA Accounting operations and improving customer service when refunds may be needed like we experienced during the many COVID-19 cancellations. Many similar organizations have already made this kind of change.

\*Notary Service will still allow cash payments and checks are still allowed for payment to travel partner Free Spirit Vacations.

**Special protocols for walk-in service still in place**

While the doors are once again open for services, please note the following protocols that are currently in place:

- Masks are still required when in the Activities Office. Before you enter, please be sure you are wearing a mask and plan to wear it the entire time while inside. No exceptions.
- Please keep six feet of social distance.
- If there are more than three people in the inside customer area, please wait to enter until someone leaves.

The Activities team is eager to meet and greet with customers once again in person. Be sure to stop by to say hello!

*Source: Traci Baker, Director, Community Activities and Communications*