

Avalon re-opening FAQs

How come I can't book all the meetings I want to attend at once?

To reduce the risk of no-shows, you will only be able to book your place up to a week in advance of the meeting.

Can I drop in to an in-person meeting?

We have a very limited number of spaces held for emergency drop-ins only. If you know in advance that you want to attend a meeting in person, you must book your place online. You can reserve your space up to an hour before the meeting starts. If the meeting you want to attend is fully booked, you can join the wait list and you will be contacted if a space becomes available.

Do I have to provide my contact details to attend?

If you want to attend an in-person meeting, you must provide contact details as per Public Health guidelines. *This information will be kept completely confidential and will only ever be used in the event of an infection where contact tracing is required.*

I don't feel comfortable coming into the Centre, but the meeting I normally attend is being held in person. How can I participate?

You can still dial in to in-person meetings if you are unable to be present. Please check the meeting schedule for dial-in details.

I'm having trouble booking online, how do I reserve my spot?

Please call or email the relevant Centre Manager who will help you to book your place.

What do I do if I'm not feeling well on the day I'm scheduled to go to a meeting?

Cancel your reservation as soon as you can to free up space for someone else to join. You can cancel your booking up to an hour before the meeting starts. **Do not attend a meeting if you are feeling ill.**

Are you offering childminding?

Unfortunately, we will be unable to offer childminding services until the Government of B.C. moves to Phase 4 of the provincial re-opening plan (September to December 2020).

Are your clothing closets open?

Our clothing closets will be closed until the Government of B.C. moves to Phase 4 of the provincial re-opening plan (September to December 2020).

Are you continuing to provide support and meetings by phone and online?

Yes, all the online and virtual support services that have been established will remain in place and continue to grow. As we open for more in-person meetings we will always accommodate those that need to attend virtually.

I have a question that hasn't been answered here, who can I contact?

You can reach out to any of our Centre Managers or email info@avaloncentres.org.