



HEALTH AND HUMAN SERVICES DEPARTMENT

Pueblo de San Ildefonso
02 San I Senior Rd, Building B.
Santa Fe, NM 87502
Phone: (505) 455-4114 or (505) 455-4115



San Ildefonso Community Wellness Center Frequently Asked Questions

1. How long is the free trial period?
 - a. June, July August. Ongoing membership must be paid by August 15th.
 - b. This timeframe will allow the Pueblo to gather information that will then be used to determine further operational practices and policies. Operations in September may change based on the trial period actual data.
2. What are the Membership options?
 - a. Monthly, biannual, or annual membership.
3. How can I pay for membership?
 - a. Cash or check. Payments must be made directly to the Pueblo's accounting office, following instructions on the payment form.
4. What does my membership fee cover?
 - a. Fees will help to offset newly recurring operational costs such as wifi access, supplies, and equipment repair and maintenance, etc.
5. What are the hours of operation?
 - a. Pilot hours: 6:00am to 8:00pm, M-F
 - b. 7:00-10:00am, Saturdays, Closed Sundays.
 - c. During times of cultural events/activities, hours may be adjusted as needed.
 - d. Hours may change as needed, anytime. Advance notice will be provided as much as possible.
6. When do I get access to the facility?
 - a. Upon approval of your application, HHS staff will email/text you your login credentials. Access will be allowed beginning 6am, June 2nd through August 30, 2025, unless a membership subscription is purchased.
7. What is the app I need to download to access the facility?
 - a. SL Access is available in both the Apple App Store and Google Play Store.
8. How do I use the app to get into the facility?
 - a. You must enter your login credential and be at least 5 feet from the app reader located on the East main facility door.
9. Is the app the only way to enter the facility?

- a. Some members may be provided a Fob or coordinate access through HHS team members. This is done only on a case by case basis.
10. Where can I find a membership application?
- a. Applications may be picked up at the facility, HHS staff, or the Pueblo's website, under the HHS tab.
11. What does a completed application packet include?
- a. An application, understanding of the Wellness Center Policies, cancellation form, payment form, liability and waiver form, and a minor consent form.
12. What is required for approval of membership?
- a. The submission of a completed application packet and to be in good standing with the Pueblo, an active participant in community, traditional, and cultural events/activities or responsibilities.