

Reopening Member Letter,

Welcome back!

We've really missed you and can't wait to see you!

Since March, we have made a ton of safety and club improvements including:

- Massive upgrades to ventilation system increasing fresh air turnover to 20x/hour.
- Installed REME HALO Air Purifiers to kill airborne and surface contact pathogens.
- Automatic hands-free front door (hand wave sensor on the column).
- Hands free toilets, urinals & sinks.
- Removed walls to create bigger spaces for easy 6' physical distancing.
- Renovated Locker hallway adding a 2nd set of stairs for men to exit locker room.
- 60 disinfecting spray bottles with 1,000 Microfiber equipment towels
- 22 hand sanitizing stations
- Electromagnetic fogger to disinfect all equipment & surfaces daily
- All new signage explaining protocols
- Renovated upstairs Bathroom
- Fixed and replaced the flooring by the Dumbbells.
- Added Plexi screens to the Desk and all offices.

FAQ's

- **Club Hours?**
 - We'll start the same: M-F 4:30AM – 10:00PM, and Sat & Sun 6:00AM – 6:00 PM
- **What about my Membership Dues?**
 - For those still on Monthly Billing, it will resume July 1st. Coincidentally we closed on March 17th and will reopen on June 18th. The dues you paid on March 1st will cover the rest of June. It worked out perfectly.
 - Bi-Weekly Billing will resume on schedule. If you were scheduled to be billed Wednesday March 18th, we stopped that billing and it will restart this Wednesday June 17th. For those that were scheduled for March 25th, it will restart June 24th.
- **How do I know I'll be safe?**
 - Our policies follow the States very conservative guidelines including highlights below:
 - Our Code of Conduct and guidelines will be posted in the club and on the website.
 - Masks are required in common areas where 6' distancing is challenging.
 - When exercising lightly or moderately, masks are not required, but distancing of 6' must be maintained.
 - When exercising intensely and breathing heavily masks are not required, but social distancing increases to 14' in the direction of breathing (we've been told that will be reduced to 12') unless there's a barrier.
 - Everyone is required to wash or sanitize hands as they enter the club each day.
 - Those with cold & flu symptoms, or have been in contact with anyone sick, or have traveled out of state will be asked to stay home for 14 days.
 - Our capacity will be limited to 5 people per 1,000 sq/ft. That's 125 people. About ½ our normal capacity.
 - Class size will be limited to allow proper distancing with markers on the floor.

- All Movement based classes will be on the court (Max 22)
 - All Yoga and Barre classes will be in the studio (Max 14)
 - All Cycling Classes will be on the court (Max 12)
 - Members are required to disinfect all equipment touched, before and after use!
 - All Equipment has been moved to have at least 6' between pieces
 - The Training Centers capacities will be 8.
 - We've hired additional cleaning staff to increase disinfecting efforts
 - All toll, we have invested over \$100,000 to improve the club and its safety measures. We are committed excellence on a national scale and to being one of the safest clubs in the Country.
- **Will Virtual Classes Continue? How will I pay for them?**
 - Yes, Virtual classes will continue, and they will now be included in your membership dues for no additional fees!
- **Will all the classes come back?**
 - We will start with a reduced schedule to see how participation is. As demand grows, we will add as many classes as we can to meet your needs.
- **With reduced capacity, how do I get in a class?**
 - Class participation will now require a reservation through Myclubonline.com the same process as registering for a virtual class, but there are no fees. It's included in your membership.
- **Will any amenities in the club be closed?**
 - The Locker rooms, showers & Kids club will be closed (by state order).
 - The Restrooms are open.
 - The Pool will be closed.
- **How do I use the Hydro Massage?**
 - They will be open for free 10-minute trials on a 1st come 1st serve basis until June 28th.
 - Starting June 29th the fee will be only \$6 Bi-Weekly for 10 minutes every day!
- **Are the Dietitians available for Nutrition advice?**
 - Yes, they are available in person (with plexiglass screens) or virtually.
- **How do I book a Trainer or Dietitian if I want some help getting back into it?**
 - Call or Email us at info@sacofitness.com and we'll set you up with the best guide and schedule for you.
- **Will you be serving Shakes?**
 - Yes, once we restock our product.
- **Can we play Basketball?**
 - Yes, you can shoot around 3 people per side maintaining 6' distancing, Each player with their own ball. We are not allowing games. Basketballs must be disinfected before and after use.
- For additional questions feel free to email us at info@sacofitness.com.

Please know we believe we've pre-thought everything we could, but realize things are changing daily, and new issues will come up. Be patient as work to understand and resolve them.

We are humbled, and appreciative of all your support through this challenging time.

It's time to rebuild this community and get fit together again!

Welcome Back!

Scott, Beth & The Saco Sport & Fitness Team,