



Operating Procedure for Fitness Excellence members during COVID19 opening

Fitness First Health Club Inc.

2637 Moray Place, Courtenay, BC V9M 8A9

DATE (update): August 17, 2020

The following procedures have been put in place for you (the members) safety. By following the guidelines listed below we will ensure that there is no spread of illness to other members, and will allow everyone to be able to use the facility.

****Please note that we have increased cleaning of all equipment. There has also been the installation of additional hand sanitizer stations for your use.**

****LOCKER ROOMS are open. NO SHOWERING is permitted at this time. Limit of 2 person using locker room at a time requested.**

****PLEASE ARRIVE** prepared to work out – full water bottle and your own sweat towel.

**** Contactless forms of payment:** Debit or credit card forms of payment are preferred.

****NO food sales (shakes or supplements) available at this time.** Water is available for sale at the front, NO water fountain available at this time. Please come prepared with a full water bottle or pre-purchase water prior to entrance of the gym.

Gym usage:

1. We will allow a maximum of 20 people (this is separate to class bookings) into Fitness Excellence for 90min MAXIMUM workout time. Cleaning and disinfection of the gym will go on continuously during the day by staff. Please follow the 90min time limit to allow fair usage by all members.
2. Fitness Excellence staff have the right to ask members to leave if they go over 90min and there are people waiting.
3. If you have to wait due to the gym being at maximum capacity, staff are able to put you onto a waitlist, however you will be asked to wait external to the gym.
4. Each member must adhere to the entrance and exit procedures outlined below.
5. Each member must adhere to the gym use procedures outlined below.
6. DROP-INS: members have priority for gym use. However, if there are spaces remaining drop-ins can then fill these spots. Drop-in cost \$10 using debit or credit card ONLY.

Gym Hours:

Monday-Friday 6am-11pm

FOB ACCESS ONLY 4-6am

Saturday 8am-4pm

Sunday 8am-4pm

FOB ACCESS 4am-6am WEEKDAYS ONLY:

- 1. Controlled access to fob holders only during 4am – 6am.**
- 2. Cameras will be checked frequently.**
- 3. Please do not enter if there is not a sanitized spray bottle available, this means the gym has reached capacity and you may be subject to having your membership suspended if your presence causes excess numbers exceeding 20 people max capacity.**
- 4. No drop-in allowed during this time.**

Entering the gym:

1. Members will be admitted one at a time and only after following entrance procedures. Come in prepared to workout. Workout gear and small bags can be kept in the lockers, however, please avoid using the change room as much as possible.
2. A sanitization station will be located directly outside entrance, all members must sanitize prior to entrance.
3. Members must sign in at front entrance, check in with front desk, scan in (members) and sign-in for drop-ins.
4. Members will wash their hands prior to entrance to the gym.
5. Members will be assigned a spray bottle. Paper towels will be available in the gym, please use one per wipe down procedure.

Exiting the gym following your 90min workout:

Cleaning procedure of member: **THIS MUST BE FOLLOWED – ANYONE WHO IS OBSERVED NOT FOLLOWING THIS PROCEDURE WILL BE POLITELY ASKED AND REMINDED ONE TIME, FOLLOWING THIS THEY WILL BE ASKED TO LEAVE.**

1. EVERY SINGLE SURFACE that a member touches must be sprayed and cleaned BEFORE and AFTER use.
2. Bathrooms are used only for the washroom; no showering are available at this time.
3. Upon exiting the gym please leave spray bottle at labelled station at exit door.
4. A sanitization station is located at the exit door, all members must sanitize prior to exiting the gym.

Cleaning procedure of STAFF:

1. Staff will fully clean all surfaces throughout the day as required. This includes all high touched and traffic areas.
2. All staff are provided protective gear; however, it is a personal decision if it is used.
3. Staff will sign off on cleaning when completed. Sign off sheets are posted at the front desk.
4. Breaks will be allowed as regularly given and needed.
5. Staff check-in with owners will take place daily. Any action items will be addressed immediately.

MEMBERSHIP INFORMATION:

1. Members will remain suspended until their first gym visit, unless they are already un suspended as a choice. This will remain in place until Stage 4 of opening as dictated by BC government.
2. Perpetual (month to month paying) Members are allowed to request credit if they continued to pay during closure due to COVID19. Refunds will not be given, however the value paid out can be applied to current membership distributed evenly over 3-6months. Alternatively, members can request credit toward other gym services or products. Please speak to staff for more info, again this will be done on an individual account basis.
3. Term members (purchased time paid upfront) will be given the time we were closed back onto their membership. Please see staff to ensure your account is up to date.