



Dear FIT family,

We are very excited to announce that Phase 3 of re-opening FIT by Hyland Hills is coming and soon to be in effect.

Starting July 6<sup>th</sup> we will be opening up all membership accounts to activate billing again, extending our hours of operation, opening up weekend availability, and bringing back a soft schedule of group classes. Personal trainers will also be coming back for more 1 on 1 sessions.

#### **WHAT TO EXPECT:**

#### **NEWLY ADJUSTED HOURS OF OPERATION**

##### **MONDAY – FRIDAY**

**OPEN 4:30AM – CLOSE 1PM**

**1PM – 2PM CLOSED FOR DEEP CLEANING**

**RE-OPEN 2PM – CLOSE 8PM**

##### **SATURDAY – SUNDAY**

**OPEN 6AM – CLOSE 1PM**

#### **FAQ's:**

##### **WILL I STILL NEED TO BOOK A TIME SLOT FOR OPEN GYM USE?**

**NO.** Show up during the times we are open and stay as long as you like, provided we do not hit capacity and have a need for other members to come in. We will have the main floor & cardio deck as well as the sports performance room open for 50 member capacity in each room. A total of 100 members will have access to these areas. Hyland Hills staff will be monitoring members as they come in and out to make sure we comply with the state mandate, as to avoid over populating any one room.

##### **WILL I HAVE TO PAY FOR MY SPOT WHEN I ARRIVE?**

**NO.** We will be starting up membership dues again and activate all paid in full accounts. We want to make sure that all members feel safe and comfortable coming back.

1. If you do not feel safe or comfortable coming back to the open gym setting then simply reply back to this email or call us at 303-643-5699 to let us know and we will re-freeze your account until you are prepared to come back.

2. FIT by Hyland Hills will not start any billing until the 18<sup>th</sup> of July. In hopes to give everyone free time to come back and make sure everything feels right.
3. Reminder: if you have a paid in full account then you will need to come in and speak with a manager in order for us to add the time lost back onto your account.

#### **WHAT WILL NOT BE OPEN FOR REGULAR USE?**

1. NO Lockers, NO Showers, NO Towel service, NO Tanning, NO Sauna, NO Steam room, NO Kids Zone.
2. If you have Tanning, Executive Lockers or Kids Zone these add-on payments will remain frozen. Once we are able to re-open these amenities, we will inform all members and reactivate billing for these add-on's again.
3. No Drinking fountains. However, the touch free water refill stations will be open for use.

#### **WHAT IS REQUIRED FOR MEMBERS WHILE IN THE FACILITY?**

1. Upon entry to the gym you will have your temperature taken by a staff member and asked to sign a waiver.
2. All members will be required to practice social distancing (6 ft.) from other members.
3. All members will be required to wear a mask outside, upon entry and in the facility at all times.
4. All members will be required to scan in using their scan cards or check in using first and last name at the front desk.
5. All members will be required to wipe down every piece of equipment they come in contact with. (FIT by Hyland Hills has provided disinfecting wipes all over the gym for use, including disinfectant spray bottles and paper towels).
6. All members will be required to EXIT through the South East Emergency EXIT door in order to help with cross contamination. Please make sure you know where the newly allocated EXIT door is located.
7. All members will be required to put back all equipment used in it's original spot.

#### **WILL I STILL BE ALLOWED TO BRING IN A FREE GUEST ON THE WEEKENDS?**

1. **NO**, at this time we will not be allowing free guest privileges. You will however be able to bring in a guest for the \$5 day fee, provided we have not hit our capacity maximums.

#### **WILL I BE ABLE TO BRING IN FRIENDS OR FAMILY TO JOIN?**

1. **YES**. Our number one priority is our current members. We will now have the ability to enroll new members that have been displaced from other gyms that were unable to re-open. Make sure to tell your friends/family and bring them with you to get enrolled!

## WHAT WILL THE PROCESS LOOK LIKE TO GET INTO A GROUP X CLASS?

1. Members will need to go onto our website <https://fithylanhills.com/group-fit/> in order to book a slot for a desired class date and time. Simply go to the GroupEx schedule, scroll down to your desired class and click "SIGN UP". Then create a GroupEx account. It will require an active email and password of your choice. Then you will be able to book your class so long as there are spots available. You will receive an email confirmation after booking.
2. All members will need to check in at the front desk for the class before they are allowed to go back and join the class. Your temperature will be taken upon entry and each individual will be asked to sign a waiver.
3. When an individual that has signed up for a class online shows up for their class, they will need to see the front desk to claim their class poker chip. That poker chip is your ticket into that class. Hand the chip to the instructor to claim your spot in class. This is to ensure that everyone who signed up for the class online is guaranteed entry and not bumped out by someone who decided last minute to take the class.
4. Due to our current 6 foot radius social distancing mandate, classes will be limited to fewer members.
5. Reservations will be on a first-come first-serve basis.
6. Members may show up and fill a spot in a class that has not yet been filled online 15 minutes prior to the class starting.
7. All classes will be open for scheduling 7 days out.
8. All classes will close for booking 15 min before class starts.
9. All members will have 24 hours in order to cancel a registered class online. Should a member need to cancel a time within the 24 hours they will need to contact the club to do so.
10. Any member that is a "no-show" for any class more than twice will be removed from the ability to book future classes, this is to ensure we do not have unused spots for other members wanting to join the class.
11. Once the class is over all members will be required to exit through the Group X studio, out the back door. This is put into place to avoid cross-contamination issues.
12. If a class member would like to go and workout on the main floor, they will need to head outside and back around to the front desk or see a manager to make sure we are not at capacity first.
13. All class members will be required to clean all equipment and areas used during the class. FIT by Hyland Hills is providing disinfecting wipes all over the studios for member use, including disinfectant spray bottles and paper towels

## WILL THERE STILL BE SPECIALTY CLASSES?

1. **YES.** Vic's Kick boxing class will resume throughout the week. Members with specialty classes that we are currently billing will need to book on the website before joining class. **\*Follow instruction above under Group X Class instructions.\***
2. If you currently do not have the specialty class added onto your account and would like to book a kick boxing class with Vic, then simply call in and inquire with a manager. You may do a drop in fee or add the class onto your account.

## WILL I BE ABLE TO PURCHASE ANY DRINKS FROM THE COOLER?

1. **YES.** Members may ask the front desk or a manager to open the cooler and the FIT staff will grab the drink they desire. Absolutely **NO CASH** will be accepted and any purchase must be charged to a Credit Card or members card on file.

**WILL MY 1 ON 1 PERSONAL TRAINING CONTINUE TO BE BILLED?**

1. **NO.** If you choose to come back and would like to schedule with a trainer, you must meet with a manager in order to release your Personal Training Sessions. At which point we will start your PT billing again.

Once again, FIT by Hyland Hills greatly appreciates all of your patience with this next phase and we look forward to serving our community of members with the best experience we can provide.

Should you have any questions or need any help with Phase 3, call us at the club 303-643-5699 or email to [dwagner@fithylandhills.com](mailto:dwagner@fithylandhills.com) or [knelson@fithylandhills.com](mailto:knelson@fithylandhills.com)

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