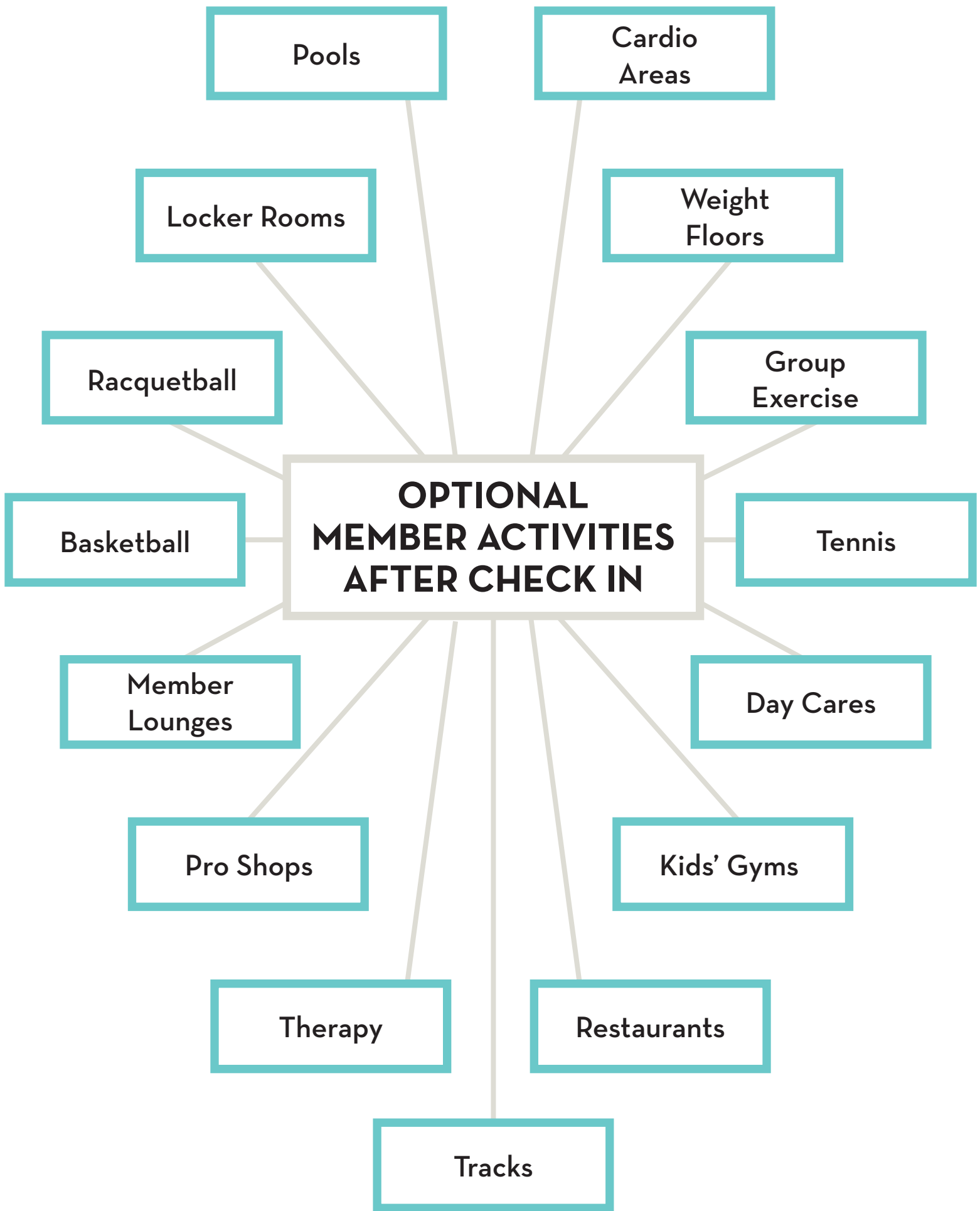




# Recovery Readiness and the Member Experience



# TOUCH POINTS DURING THE MEMBER EXPERIENCE

## Member Service Desks

Doors  
Counters  
Autoscanners  
Member key holding  
Coat rack  
Fruit water dispensers and cups  
Cans of tennis balls  
Retail items - bottles, snacks  
Money

## Locker Rooms

Day lockers  
Rented lockers  
Combination locks  
Towels  
Scales  
Restrooms  
Sinks  
Pump soap dispensers  
Pump hair spray bottles  
Pump deodorant bottles  
Automatic paper towel dispensers  
Undercounter trash cans  
Blowdryers  
Showers  
Whirlpools  
Saunas  
Steam rooms  
Swimsuit spinners

## Restrooms

Doors  
Sinks  
Commodes  
Automatic soap dispensers  
Automatic paper towel dispensers

## Pools (Recreational, Lap, Baby)

Water  
Pool deck  
Lounge chairs and tables  
Doors and gates  
Pool ladders  
Fountains  
Slides  
Diving Boards  
Floats  
Starting blocks  
Lane ropes  
Towels  
Water Fountains  
Food and beverage service  
Whirlpool  
Restrooms  
Kickboards  
Water weights  
Toys

## Weight Floors

Selectorized and plate loaded equipment  
Free weights  
Benches  
Mats  
Towels  
Flooring  
Water Fountains

## Cardio Areas

Equipment  
Towels  
Fans  
TV channel changing

## Tennis and Pickleball

Rackets  
Balls  
Baskets  
Nets  
Benches  
Doors/Drapes  
Training equipment  
Ball machines  
Extension cords  
Towels

# TOUCH POINTS DURING THE MEMBER EXPERIENCE (CONTINUED)

## **Kids' Gyms**

Gates/doors  
Counters  
Written sign in sheets  
Soft play maze  
Slides  
Mats  
Tables/chairs/benches  
Balls  
Snacks  
Shoes  
Arts and crafts  
Bathrooms  
Backpacks  
Lunches - sack and provided

## **Day Cares**

Doors  
Gates  
Counters  
Written sign in sheets  
Bathrooms  
Changing tables  
Toys  
Bouncy seats  
Snacks  
Crafts  
Diaper bags

## **Pro Shops**

Credit/gift cards and money  
Retail items

## **Physical and Massage Therapy**

Doors  
Sheets  
Tables  
Medical equipment  
Hot towels  
Appointment cards

## **Member Lounges**

Coffee service  
Lounge chairs/sofas  
Bar tables  
Coffee and end tables  
Magazines and newspapers  
TV remotes  
Blood pressure cuffs  
Vending Machines

## **Basketball**

Balls  
Doors  
Benches

## **Racquetball**

Balls  
Doors

## **Restaurants**

Table service with menus  
Walk up counter service

# PHASE 1 PLANS

After the shutdown, we surveyed our members and they overwhelmingly responded that they were anxious to come back to the gym but, as anticipated, expressed concerns over physical distancing and cleanliness. To address the question, “How are you keeping me safe?” during Phase 1, we will:

- Screen staff every time they enter the Clubs with a temperature check (100.4 degree threshold) and questions.
- Screen members every time they enter the Clubs with questions.
- Require everyone in the Clubs to wear masks except when exercising.
- Establish “Health Guard” teams that, like lifeguards managing a pool, will rotate and manage zones of the Club for cleanliness and spacing.
- Provide a dedicated day time cleaning crew in addition to our regular nighttime team.
- Make an additional 11 hospital grade wipe dispensers and 8 alcohol based hand sanitizing stations available in addition to our existing 9 and 3, respectively.
- Distribute wipes to members and encourage them to clean their equipment.
- Use as part of a day and night layered cleaning protocol a disinfecting and degreasing product that lists Coronavirus on its efficacy sheet and Clorox 360 machines which apply a different solution electrostatically, ensuring complete coating.
- Fog our facilities at night at least once a quarter with Bio Protect, a patented, EPA registered and USDA accepted product designed to provide long lasting antimicrobial protection.
- Prop doors open wherever possible.
- Monitor weight floors and other high traffic areas for proper spacing with a general guideline of 150 square feet per person or working in a 12’x12’ space.
- Limit the size of fitness classes to 10 (1 instructor and 9 members).
- Indicate proper spacing in classes with floor markings or equipment.
- Take at least 50% of the cardio equipment out of service to provide spacing between pieces.
- Close all pools.
- Close the “wet areas” in locker rooms, including showers, whirlpools, steam rooms and saunas.

# PHASE 1 PLANS (CONTINUED)

- Use every fourth locker in the locker rooms.
- Limit play on tennis and pickleball courts to 4 players or 1 instructor and 4 players.
- Cancel racquetball play.
- Cancel basketball play with the exception of shooting, allowing only 10 players on a court (with three goals) at a time.
- Cancel massage and physical therapy.
- Display encouraging signage, for example:



## PHASE 2 AND 3 PLANS

We have begun looking at Phase 2 and 3 but nothing is firm at this point. We anticipate developing those plans as we evaluate the rollout of Phase 1. As we know more, we will be happy to share.

# play on

It's what we do. We're a big, diverse family of tennis players, swimmers, runners, CrossFitters, cannonballers, stairmaster-ers, weekend warriors, big kids, little kids and kids who never grew up. We love to run, jump, serve, swim, splash, sweat, lap, lunge, squat, compete and do pretty much any other verb you can associate with fitness. We believe that fitness and fun not only can co-exist, but that they are soul mates that should never be apart. It's why this club exists. And it's why we come to work. It's why more than ever we're committed to helping you, our members, play often, play hard and Play On.