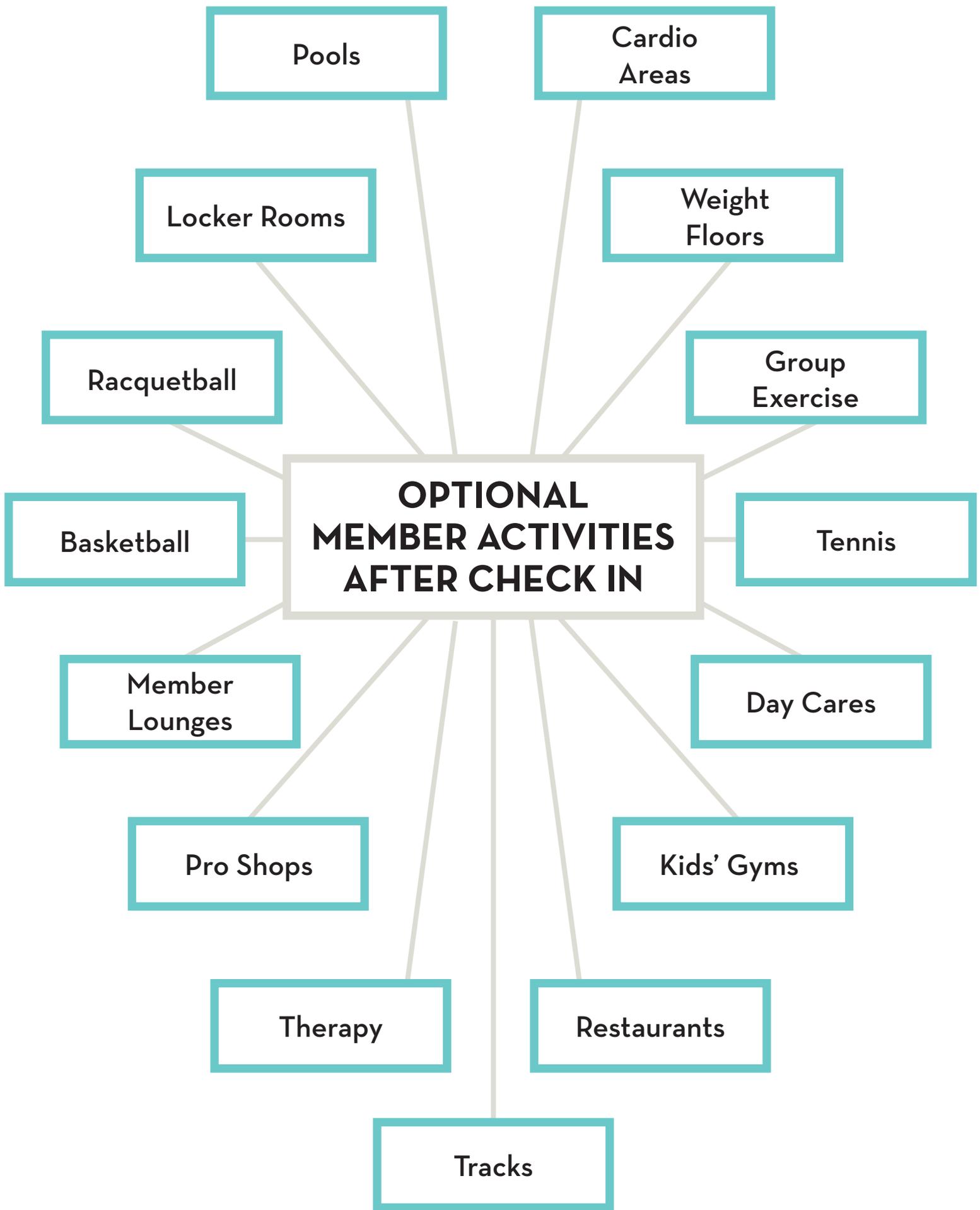


Recovery Readiness and the Member Experience



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

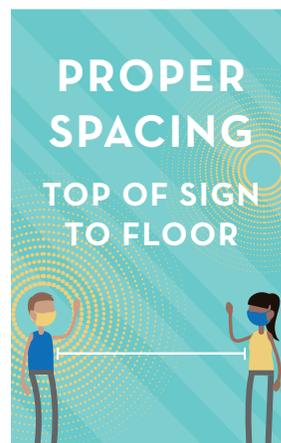
PHASE 1 PLANS

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.



The
Athletic Clubs

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