



The answers for these questions may change based new Executive Order requirements.

1. When are you open? Regular hours return: June 15, 2020, 4:45am-9pm (M-TH); 4:45am-8pm (F); 7am-6pm (Sat); 10am-6pm (Sun)
2. When will I be charged? There are a number of options based on your membership. Our new regular billing date is on the 2nd of each month for that same month. See letter regarding membership dues on homepage of website, www.navicenthealth.org/wellnesscenter
3. What will I be charged? You will be charged your regular membership dues when you return.
4. Is there extra cleaning? We have extensive additional cleaning measures put in place for staff and for members. Guidelines for member requirements will be given at the front door upon your return to The Wellness Center.
5. Do I have to wear a mask? At this time, all staff and members and all others that might enter the gym must wear a mask covering nose and mouth for the entirety of the visit.
6. What portion of the gym is open? In phase 2, in addition to the fitness floor and walking track, the group fitness rooms will be available offering limited classes including aqua classes and reservation only lap swim and water walking. Social distancing guidelines are still in place and used to cover every other piece of equipment. Additional information regarding NEW PHASE 2 programming and services can be found in the letter to members on the homepage of our website, www.navicenthealth.org/wellnesscenter
7. Can I bring a guest? As of August 11, 2020, paying guests are accepted with either a Fitness Pass (6 visits for \$50 OR a \$10 Day Pass. Contact information, waiver and picture are required. No Free Guest Pass at this time.
8. Can I bring children? Is the childcare open? As of June 15, PHASE 2, our Child's Play child care services will not be open.
9. Is your pool open? How do I make a reservation? As of June 15, PHASE 2, the pool is open for limited morning aqua fitness classes and reservation only lap swim. ON A DESKTOP COMPUTER or LAPTOP, go to www.navicenthealth.org/wellnesscenter. Click on group fitness, scroll to week, day and lane you want to reserve. You must create a log-in the first time. We will be using this reservation style lap swim system indefinitely. Email wellnessservice@navicenthealth.org with questions. On Facebook, go to Wellness Center Navicent Health, click on schedule on the left side (desk top only – no mobile access).
10. Do I need to make a reservation? Reservations are required for lap swim – see question #9; additionally, sign up at the front desk when you arrive for any aqua class you want to participate in; this will be on a first come, first served basis and spots will be given to the participant only, no saving/reserving for another member. You will receive a wristband for the instructor to collect.
11. What are the hours? See question #1
12. How do I pay my bill? Please pay your bill online on the NEW member portal, www.ourclublogin.com/510541 With your online portal, you can check visits, update your profile, pay your bill, change your payment method, and more. Your user name is your scan card number on your scan tag and also your password. Look on the back of your scan card for this number. You can change one or both once you get in. You may also set up a credit card or checking draft for on-going payments. Any payments that are received monthly in-person OR monthly by mail will be subject to a \$4/month service fee.
13. Can I use cash? Continuing in PHASE 2, no cash will be accepted. Please pay with credit card and set up your member portal and pay online – see question #12. Any vending items such as water will be charged to your account and billed monthly.
14. Can I take a shower? As of June 15, PHASE 2, limited showers will be available.
15. Is everything in the gym available for use? With the recommendations of the Governor's executive orders, Navicent Health, CDC guidelines, staff availability, and cleaning supplies, The Wellness Center's programs and services will be available in stages. See the re-opening letter for details at www.navicenthealth.org/wellnesscenter
16. Can I wait a little longer to come back and will I be charged? If you would like to cancel your membership, you will be eligible to join again at the same rate and with no registration fee through the 1st part of 2021. Email WellnessService@navicenthealth.org to cancel or ask questions.
17. Can I hire a personal trainer? YES! Email TorresLopez.Catalina@navicenthealth.org for more information.

18. Will you have towel service? Yes, our hand towels and body towels are available.
19. Will I be able to access my locker that I paid for? If you have a current locker lease, you will be able to access it.
20. Can I use day lockers? A limited number of day lockers will be available for use in PHASE 2 on June 15th. You must bring your own lock and must lock your items at all times. You may still lease a yearly personal locker – see the front desk.
21. What if someone is working out on the equipment next to me? Every other piece of cardio equipment has been covered to allow for social distancing.
22. Can I schedule an assessment? Yes, see the front desk for scheduling an assessment and beginner circuit.
23. Can I work out at Employee Fitness? Beginning with PHASE 2, Employee Fitness will open for limited hours, M-F, 6am-7pm, no weekends. Live group fitness classes are not scheduled yet, but the Fitness on Demand is available with over 300 classes in the Group Fitness Room.
24. Can a non-member join? Yes, the Wellness Center and Employee Fitness will begin to accept new members. Potential members can print all needed paperwork from the website, www.navicenthealth.org/wellnesscenter, as well as see a virtual tour of the facility. Additionally, email WellnessService@navicenthealth.org with your intention to join and to receive additional information.
25. Will there be something other than the blue micro fiber towels to clean? In addition to extra micro fiber towel availability, additional paper towel stations have been added for cleaning.
26. Can I still pay monthly? You may continue to pay monthly for an additional \$4 per month as per our October 2019 communication regarding membership dues. This \$4 charge will affect walk-in payments and monthly mailed payments. Please set up a monthly credit card draft or checking draft to save the additional \$4 monthly fee. See #12 regarding how to set up the NEW online member portal.
27. Can I play racquetball? As of June 15, racquetball is not available.
28. Can I play basketball? As of June 15, basketball is not available.
29. What are you doing to make sure people are social distancing? Members will be educated through signage and staff direction regarding social distancing requirements.
30. Will there be towels? Yes, full towel service is available in PHASE 2.
31. Fitness on Demand? Fitness on Demand in room #1 is available as long as social distancing requirements are met. Fitness on Demand is also available at Employee Fitness for our employee members. Limited equipment will be available for all classes, live and virtual.
32. Will there be Family Fun Day? There will be no Family Fun Day during phase 2.
33. When will we charge Enhancement Fee and how much? The Enhancement Fee, which is a \$25 yearly fee charged to all members, will be charged in ~~August~~ October 2020 billing. The EF will return to the March billing in 2021.
34. Will training on the Fitness Floor in groups be allowed? All members will be required to adhere to social distancing while in the Wellness Center facility.
35. Have I been charged during closing? All memberships were frozen in March 2020 and no accounts were billed for March, April or May 2020. Please see membership dues letter on the homepage of our website for full financial information, www.navicenthealth.org/wellnesscenter.
36. Is there a limit to the time I can work out? Continuing in PHASE 2, please keep your visit to 1 hour or less, "Sweat & Go".
37. What kind of social distancing guidelines do you require? For PHASE 2 opening, we continue to have our equipment at an appropriate distance AND/OR covered.
38. When will PHASE 3 be initiated and other services opened? Adding programming and services in PHASE 3 will be based on Executive orders, state and local health officials' guidelines for our area, CDC guidelines and Navicent Health Incident Command. At this time, we do not have a designated date for additional Phases beyond Phase 2.
39. Will you have Group Fitness Classes? A limited number of group fitness classes will be available with social distancing beginning in PHASE 2. Masks will be required in PHASE 2 for classes. Limited equipment will be available in classes AND most of the classes will be shorter than pre-COVID-19. NO YOGA MATS will be available for use. Bring your own to use OR there will be a limited number of mats available for charge to account in the lobby of the Wellness Center.
40. Will mats be available for use? The typical yoga mat will NOT be available for use. Mats that are easy to clean will be available for use. See question #39. Please bring your own mat for classes.