

# The Lifestyle Center Reopening

## *Frequently Asked Questions*

### **MEMBERSHIP**

#### **Are gym fees going to be frozen in light of the Phase 2 hold?**

The Lifestyle Center is not automatically freezing memberships at this time, but we are offering a complimentary freeze for up to 2 months if you contact the business/membership office to request. You can reach them at (559) 624-3400 or email at TLC@kdhcd.org.

#### **Can people cancel without the 30-day written notice?**

Since we have re-opened in Phase 1, we are asking for a 30-day notice for cancellation.

#### **Do we have to renew our membership?**

All memberships renew automatically unless cancelled or placed on a freeze.

#### **How do we get our membership reinstated?**

You can send us a message using our website (select 'Membership' from the dropdown) and one of our staff will get in touch with you. Or, if you prefer, you may call us at 559-624-3400 or visit [thelifestylecenter.org/contact-us](http://thelifestylecenter.org/contact-us).

#### **What are prices for new memberships?**

Right now, we are offering a Summer Special

\$50.00 per person enrollment fee for all regular single, couple and family memberships plus first full month dues are FREE.

- \$25.00 per person enrollment fee for all Seniors, Students, KD Employee memberships plus first full month dues are FREE.
- \$39 annual facility fee for all regular, senior and student memberships (fee only applies to the primary member)
- \$29 annual facility fee for KD memberships (fee only applies to the primary member)
- Offer valid June 1 – August 31, 2020

### **FACILITIES**

#### **Are the hours going to be the same?**

Yes, we will open with regular operating hours initially, however we might make some adjustments depending upon utilization.

#### **What is the capacity for the facility?**

Based upon Medical Fitness Association Guidelines of 100 sq. ft. per person, 550 persons, including staff. We are setting member capacity at 500.

#### **Do you have to wait to work out?**

We do anticipate that with the initial screening, there will be a short wait to get into the facility, but we do not anticipate anything beyond that during this phase.

**When will classes resume?**

In Phase 2, we will open limited group exercise classes and limited aquatic exercise classes with six feet physical distancing.

**Will we be able to continue with the 4v4 pickup basketball games?**

Our Phase III approach will allow the gymnasium to open for basketball and volleyball.

**Are the lockers in front of the restrooms going to be available for use?**

Yes, the express lockers will be available for use.

**If the pool & all lanes are full, are people allowed to sit on the benches on pool deck and wait for the 30-minute time limit?**

Yes, members will be allowed to wait on the benches, as long as they are maintaining appropriate physical distancing.

**How will you monitor social distancing and time limits in the pools?**

We are asking members to physically distance themselves and self-monitor their times, however our Aquatic Coordinator will monitor usage at peak times.

**Why is there a 30-minute limit on lap lanes?**

We are placing the 30-minute limit to allow as many members access to the pool as possible and prevent the need to schedule appointments.

**Can you reserve swim times or times for the lap pool?**

We will not be reserving swim times lanes during our initial opening, however if it appears that this is necessary, we will put an appointment process in place.

**Will we have to bring in our own kick boards and swim devices?**

We are encouraging members to bring their own, but we will have kickboards and swim devices available. Members will be asked to disinfect the items before and after use.

**Will there be any warm water aerobics?**

In Phase 2, there will be limited warm water aerobics classes.

**Is towel service still going to happen?**

Yes, we will have towels available for those members that are enrolled in that service.

**Where can members change after exiting the pool?**

We are asking members to come prepared to swim and if they need to change afterwards the locker rooms and restrooms will still be available.

**SAFETY****Are masks required?**

Due to the recent rise in COVID-19 cases locally and our Governor's recent mandate, **BEGINNING 7/13/2020** Face Masks WILL BE required while in the facility, except for when performing high-intensity exercise.