

MEMBER NOTICE & FAQ | 3.19.20



Valued Members,

It is a very challenging time for all, as we balance the government regulations, safety and social responsibilities of our business for our members and team members. Our current circumstances call for adaptability – agility – strength and UNITY!

A very serious and concerning situation we are ALL in together. You have depended on US for your WELLNESS experience to date and we are committed to serving you today, tomorrow and every day after. Our Leadership team is working around the clock to best SERVE you in this ever-changing landscape. We know our team members & club members are AMAZING and we will get through this collectively!

I think we all agree with the saying, “Let’s unplug 2020...wait 60 seconds...and plug back in.” But, this is our reality. May we all choose to unite – preserve our health and support each other. United, we are TAC Strong!

A huge shout out to our members who are still working on the front lines in our community! TAC family GRATITUDE to our Doctors, Nurses, First Responders, police, fire, grocery stores, pharmacies, airports and all others that continue SERVING daily!

We can’t wait until we proudly open our doors and see YOU in person soon! In the meantime, please ENJOY those at home workouts, family dinners, board games, the power of being still, walks outside “distancing” and KNOW your CLUB FAMILY IS HERE! Remember...wellness, sweat, water, nourishing foods and good peeps around you is the best vaccine possible!

Stay HEALTHY, Stay SAFE, Stay UNITED, BE WELL,

Danny DeLaRosa

CEO | THE Athletic Club

FREQUENTLY ASKED QUESTIONS AND ANSWERS

THE ATHLETIC CLUB TEMPORARY CLUB CLOSURE

Based on orders from federal, state and local government authorities regarding COVID-19, ALL TAC clubs are temporarily closed. Club reopening is dependent on governmental guidance. We take this direction extremely serious and will continue to do our part towards the wellness of ALL.

WHAT WILL HAPPEN WITH MY DUES PAYMENTS?

As it relates to your account billing status, active members will receive a prorated dues credit for March and we currently don’t plan to bill your account post March until the club reopens. In return for any time missed in our clubs during March, all our members will be getting the prorated credit to be applied toward the choice of the following:

WOW! DOUBLE \$ VALUE FOR CREDIT APPLIED TO SERVICES & CAFE!

MEMBERSHIP ZIRCON UPGRADE (Unlimited Combo6ix, ZStrong, FIT3D), TRAINING, PILATES, YOUTH OR AQUATICS programming activities, MASSAGE or CAFE!

Or, the exact credit can be applied to future dues.

*Based on the closure timeframe, we will follow-up with the credit applied. However, rest assured on our commitment to DO THE RIGHT thing for our members. The credit will populate onto your account and sit until you elect how you choose to apply. More details to follow.

In addition, once you can resume your in-club workouts, ALL MEMBERS will also be receiving a **COMPLIMENTARY FIT3D SCAN (\$49 VALUE)** to visualize your wellness goals.

PERSONAL TRAINING CLIENTS

All unused sessions credited during the temporary closure are available for you to use in virtual sessions with your trainer to maintain or even improve your personal fitness, keeping your mind and body at optimum performance! Should you choose not to take advantage of virtual personal training, your sessions will remain on account and ready for your return to fitness! Any questions related to your training needs, please reach out to our Regional Fitness Director Brandon @ bmusick@theathleticclub.com.

WHAT DO I NEED TO DO OR ACTION DO I NEED TO TAKE REGARDING THE STATUS OF MY MEMBERSHIP?

NOTHING. We gotcha!

WHEN WILL THE CLUB REOPEN?

Our optimistic approach is based on a two-week plan. However, as everyone is in this together, we know that information and the climate of our country is changing by the minute. We are unclear at this time as this is government regulated. However, full confidence that our COME BACK will be MORE AMAZING than our SET BACK!

WHAT WE KNOW FOR SURE.

We are here for our members, team members and community.

ABOUT THE UNKNOWN?

Many questions, we just don't have the information or the answers now with the rapidly changing climate. However, we are trying our VERY BEST to GET OUR "FIT" TOGETHER (Yes, intended to read in a few directions). Please remain patient with us and we commit to inform you with clarity as soon as WE know more – YOU will know more in this chessboard environment. Let's learn – grow and pivot together!

RESOURCES

We take this situation extremely serious; however, let's UNITE to make this "quarantined" time as healthy and stress free as possible. We might not see your smiling faces right now every day, but we will have wellness resources for you daily including:

FREE VIRTUAL WORKOUTS FROM OUR FRIENDS AT LESMILLS:

We know that staying fit and active is our best way to build a strong immune system and stay healthy. Here is a FREE option to help keep you active and working out at home from our sister company and their partners at LesMills. This platform offers 95 free workouts across 8 categories and will remain available as long as the disruption from Coronavirus continues.

[ACCESS VIRTUAL WORKOUTS HERE](#)

Stay Mentally Fit with this FREE resource from our friends at *Calm!* *Take A Breath...* Click [HERE](#) for an amazing amount of mental fitness resources.

LET'S STAY CONNECTED:

Watch your inbox (be sure to clear SPAM if it lands there) and our social media channels for more resources coming your way in our effort to MOTIVATE, INSPIRE and HELP YOUR WELLNESS JOURNEY during these challenging times! As new information unfolds; we want to keep you informed:

WEBSITE | [TheAthleticClub.com](#) | [LATEST NEWS](#)
THE APP | [iOS Download NOW](#) | [Android Download NOW](#)
Also, be sure to like our primary [Facebook page HERE](#).

STILL DON'T SEE YOUR QUESTION ADDRESSED?

We Gotcha! Please let's not add to your stress! Reach out and we will get your question addressed as promptly as possible.

[CONTACT US](#)

STAY HEALTHY
STAY SAFE
STAY UNITED
BE WELL

THE ATHLETIC CLUB
LUXURY. FITNESS. FAMILY.

