

## **Dear Members and Friends of California Family Fitness,**

We have updated our COVID-19 page on our website, with some information and FAQs. [Please visit this link for updates.](#)

Please continue to visit our website for the most up to date information during this temporary closure. Below you will find the answers to some of the questions we have received.

### **Frequently Asked Questions:**

#### **Will you bill my account during the temporary closure of CFF clubs?**

Although other clubs are charging their members, Cal Fit is not billing members. All membership dues and all other monthly billings have stopped during this government-mandated closure. No money will be drafted from your account, and all memberships have been placed on freeze at this time.

#### **What do you mean, “freeze?”**

A freeze means just what we shared above – no charges to you, no billing, no invoices – nothing: just complimentary remote group fitness and personal training sessions and videos posted on a regular basis.

#### **Will you be charging me a freeze fee?**

The typical Freeze Fee of \$15 per month has been waived for all members for the duration of the Governor’s executive order closing all health clubs.

#### **When will California Family Fitness resume operations?**

Cal Fit follows all county, state, and federal directives. At this time, Governor Newsom’s Executive Order is not yet rescinded. We are actively planning reopening as soon as permitted by health officials. We are excited to take this time to plan for your return to the club, and are implementing actions that will make your club visit just as fun – and safe – as it ever was for you and your family.

#### **How do I ensure I am getting the most up-to-date information from CFF?**

In order to receive communication from us via email, we ask that you follow the link below to our Email Preference Center. There, you can choose the types of emails you want to receive, and/or opt-in to email communications - [Email Preference Center](#).

Have you unsubscribed in the past, but want to receive emails again? Please fill out our Opt-in Request form - [Click Here](#).

Also, please keep an eye on our [Facebook](#) and [Instagram](#) pages for updates, exercises, and live classes you can do at home.



Randy Karr, President