

Dear Valued Member,

Today we are thrilled to share the news that we have all been waiting for: California Family Fitness clubs will be reopening on June 12th. We have missed you during these past months, but we have been moved by the overwhelming support you've shown us and our community. We can't wait to see you back at our clubs living a happy, healthy, and balanced life. Our team is eager and committed to helping you get back into your fitness routine in a responsible way. We know you may have questions, and below we've tried to provide answers to many of those.

While You Were Away...

What has been going on in Cal Fit clubs during closure? While the clubs have been closed, we have stayed busy preparing our facilities to be the safest clubs in Sacramento. Our clubs have been deep cleaned and disinfected multiple times. We have also taken measures to ensure that we have an upgraded cleaning schedule that is both workable and effective for each club. In addition to deep cleaning and running maintenance on all equipment, we have implemented several other safety measures. Some of those will include:

- Plexi-barriers at desks and counters
- Screening members and staff for potential virus symptoms before checking in
- Installation of [Nanoseptic](#) skins on all door handles/surfaces
- Floor markings to remind all to observe social distancing throughout the club and studios
- Staff will wear masks while serving you
- Signage and overhead announcements to remind all to wipe and disinfect equipment before and after use
- Limited locker use
- Increased dedicated staff on the floor to disinfect and wipe surfaces, restock dispensers, and ensure members are wiping down equipment after use
- Spacing and decommissioning of fitness of equipment to create additional space
- Installation of additional hand sanitizer dispensers

Please view our reopen video [here](#).

Club Opening Guidelines

While we work together to keep our clubs clean and disinfected, we are rolling out necessary changes in our club operations and guidelines. Please note that these guidelines are subject to change if we feel it will further enhance the safety of our environment. To view the guidelines please visit the, [COVID-19 Information Page](#) located on the CFF website.

Member Experience

When you walk into the club, you will see clearly posted cleaning and use guidelines outlining sensible changes and expectations, such as arrows indicating social distancing, limited locker room use, and cash-less drink and food transactions, to name a few. Other important changes for the well-being of all include:

- All members will be given All Access privileges to all locations for the month of June.
- We will be conducting a staggered opening of clubs starting with 12 locations the first week. Please refer to our website for details and for the schedule of openings for the remaining clubs [here](#).
- **Our initial hours of operation beginning June 12th:**
 - Monday – Friday 6AM-8PM
 - Saturday – Sunday 7AM-5PM
 - Daily, clubs will be closed 1-2:30p for a cleaning intermission
- During our daily intermission of 1-2:30p, we will reserve this time for our senior population, age 65 and over, to use the club.
- Kidz Klub will reopen on June 29.
- Basketball court is limited to classes, training, stretching, and other activities that allow for additional spacing. Unfortunately, for Social Distancing and contact requirements, Basketball and Racquetball courts will not be available for play.
- Every other piece of cardio will be available.
- Lockers will be available, but limited, in order to maintain Social Distancing.
- Group Fitness classes will resume on June 29. Class capacities will be reduced by providing a fixed marking on the floor to designate a member's personal workout space for appropriate social distancing. Make sure to use the existing Cal Fit app to check class schedules and reserve your spot in class.
- Lap Pools will be open for member use and by reservation only, restricted to one (1) swimmer per lane, max use time of 45 minutes.
- Family pools will reopen on June 29.
- Hot tubs, Steam rooms and Saunas will remain closed at this time.
- **Additional member guidelines:**
 - If you feel sick, have a fever, or are having difficulty breathing OR if, in the last two weeks, you have been in contact with a person suspected or confirmed to have COVID-19, please stay home.
 - Be courteous to fellow members and allow for proper spacing when accessing or using equipment.
 - Wash and sanitize your hands often while in the club.
 - Wipe down equipment before and after use.
 - Wear face masks (highly encouraged & recommended).
 - Bring your own towel, water bottle, mask, and workout mat (recommended).

Membership Activation

Effective June 18th, all memberships will be reactivated and will bill during the month as they have in the past. Our club management and member care team will be available to answer any questions or concerns you may have regarding your membership. We can field questions in person or by email at MemberCare@calfamfit.com. We are delighted that re-opening our clubs and activating your membership allows us to bring back our staff, all of whom are eager to greet and serve you once again.

Our goal is to provide you a fitness home and haven, where you can work towards a healthy, happy, and balanced life. For our members that cannot make it into the clubs at this time, we will continue to provide you our live, at-home fitness on-demand solution.

Personal Training Clients

All personal training sessions were frozen along with your membership and will be reactivated for use on June 22. Effective July 1st, all PT recurring services will be reactivated and will bill during the month as they have in the past. These sessions you purchased will give you the flexibility and plenty of time to get back with your trainer and resume your previous training program. We encourage you to discuss options with your club and trainer that will help you be more comfortable during training sessions, like moving your sessions outdoors. Your trainer will be reaching out to get your next session scheduled; however, if you wish to continue to freeze your training program, you can do so by contacting your club Fitness Manager.

Virtual Training Solutions

For those of you who have enjoyed our fitness on demand workout solutions during the closure, we will continue to offer this service as a complimentary enhancement to your membership benefits. If you haven't taken advantage of these resources, [please check them out here](#).

If you have been enjoying group fitness classes via Zoom, these will continue for the time being. Make sure to follow us on social media or our Cal Fit App for announcements on upcoming classes with Cal Fit instructors that you can do at home.

NEW CFF APP

In case you missed it, California Family Fitness recently launched a new and improved Cal Fit app! If you haven't already, we encourage you to download it and start exploring all the resources that go beyond class schedules. (Find it by searching Cal Fit in the Apple or Android app store and look for the Cal Fit logo.) Resources in the new app include guidance for at-home workouts, a calendar for scheduling and tracking your activities, on-demand video workouts, fitness challenges for fun and extra motivation, and access to Cal Fit social media. Plus, enjoy the option to sync our app with others (like Apple Health) to track your progress. Our new app is ready NOW to help you reach and maintain your fitness goals, as well as keep you in tune with club schedules and events once we reopen.

Once again, from the bottom of our hearts, thank you for being part of our family and for all your support! We can't wait to see you in our clubs again and help provide you the resources to live a healthier life.



Randy Karr, President